

GENERAL SERVICES ADMINISTRATION AUTHORIZED MAS PRICELIST

IT SERVICES**SIN 518210C – IT SOLUTIONS**

Cloud and Cloud – Related IT Professional Services

SIN 54151S – IT SERVICES

- Custom Computer Programming Services
- Computer Systems Design Services
- Other Computer Related Services
- Computer Facilities Management Services

SIN 54151HEAL- IT SERVICES

- Health Information Technology Services

EnSofttek, Inc.***SBA Certified 8(a) Business*****735 SW 158th Ave., Suite # 140****Beaverton, OR 97006****Phone: +1 (503) 643 1226****Fax: +1 (503) 626 1769****www.ensoftek.com****Contract Number: GS-35F-0390V****Contract Period: April 24, 2019 – April 23, 2024****Pricelist current through MAS modification # A812, dated 02/05/2020**

Products and ordering information in this Authorized FAS Information Technology Schedule Pricelist are also available on the GSA Advantage! System. Agencies can browse GSA Advantage! by accessing the Federal Acquisition Service Home Page via the Internet at <http://www.gsa.gov/>

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SPECIAL NOTICE TO AGENCIES: SMALL BUSINESS PARTICIPATION

SBA strongly supports the participation of small business concerns in the Federal Supply Service. To enhance Small Business Participation SBA policy allows agencies to include in their procurement base and goals, the dollar value of orders expected to be placed against the Federal Supply Schedules, and to report accomplishments against these goals.

For orders exceeding the micropurchase threshold, FAR 8.404 requires agencies to consider the catalogs/pricelists of at least three schedule contractors or consider reasonably available information by using the GSA Advantage!™ on-line shopping service (www.gsa.gov). The catalogs/pricelists, GSA Advantage!™ and the Federal Supply Service Home Page (www.gsa.gov) contains information on a broad array of products and services offered by small business concerns.

This information should be used as a tool to assist ordering activities in meeting or exceeding established small business goals. It should also be used as a tool to assist in including small, small disadvantaged, and women-owned small businesses among those considered when selecting pricelists for a best value determination.

For orders exceeding the micropurchase threshold, customers are to give preference to small business concerns when two or more items at the same delivered price will satisfy their requirement.

INFORMATION FOR ORDERING ACTIVITIES

1. Geographic Scope of Contract:

Domestic delivery is delivery within the 48 contiguous states, Alaska, Hawaii, Puerto Rico, Washington, DC, and U.S. Territories. Domestic delivery also includes a port or consolidation point, within the aforementioned areas, for orders received from overseas activities.

Overseas delivery is delivery to points outside of the 48 contiguous states, Washington, DC, Alaska, Hawaii, Puerto Rico, and U.S. Territories.

Offerors are requested to check one of the following boxes:

- ☒ The Geographic Scope of Contract will be domestic and overseas delivery.
- ☐ The Geographic Scope of Contract will be overseas delivery only.
- ☐ The Geographic Scope of Contract will be domestic delivery only.

2. Contractor's Ordering Address and Payment Information:

Ordering and Payment Address:

EnSoftek, Inc.
735 SW 158th Ave., Suite # 140
Beaverton, OR 97006

Contractors are required to accept credit cards for payments equal to or less than the micro-purchase threshold for oral or written delivery orders. Credit cards will not be acceptable for payment above the micro-purchase threshold. In addition, bank account information for wire transfer payments will be shown on the invoice.

The following telephone number(s) can be used by ordering activities to obtain technical and/or ordering assistance:

503-643-1226

3. Liability for Injury or Damage

The Contractor shall not be liable for any injury to ordering activity personnel or damage to ordering activity property arising from the use of equipment maintained by the Contractor, unless such injury or damage is due to the fault or negligence of the Contractor.

4. Statistical Data for Government Ordering Office Completion of Standard Form 279:

Block 9: G. Order/Modification Under Federal Schedule

Block 16: Data Universal Numbering System (DUNS) Number: **12-386-3156**

Block 30: Type of Contractor - A. Small Disadvantaged Business

Block 31: Woman-Owned Small Business - **No**

Block 36: Contractor's Taxpayer Identification Number (TIN) - **93-1309318**

a) CAGE Code: 3CL08

b) **Contractor has registered with the SAM Registration Database.**

5. FOB Destination**6. Delivery Schedule**

- a) **TIME OF DELIVERY:** The Contractor shall deliver to destination within the number of calendar days after receipt of order (ARO), as set forth below:

SPECIAL ITEM NUMBER

54151S, 518210C, 54151HEAL

DELIVERY TIME (Days ARO)

**Delivery will be based upon the agreement
between EnSoftek and the Ordering Agency**

- b) **URGENT REQUIREMENTS:** When the Federal Supply Schedule contract delivery period does not meet the bona fide urgent delivery requirements of an ordering activity, ordering activities are encouraged, if time permits, to contact the Contractor for the purpose of obtaining accelerated delivery. The Contractor shall reply to the inquiry within 3 workdays after receipt. (Telephonic replies shall be confirmed by the Contractor in writing.) If the Contractor offers an accelerated delivery time acceptable to the ordering activity, any order(s) placed pursuant to the agreed upon accelerated delivery time frame shall be delivered within this shorter delivery time and in accordance with all other terms and conditions of the contract.

7. DISCOUNTS: Prices shown are NET Prices; Basic Discounts of **4.5% over Commercial pricelist** have been deducted.

- a) Prompt Payment: .5%/15 days - Under **Net 15 days** from receipt of invoice or date of acceptance, whichever is later.
- b) Quantity – **None**
- c) Dollar Volume – **None**
- d) Government Educational Institutions are offered the same discounts as all other Government customers.
- e) Other: Prompt payment discount not applicable to credit card purchases.

8. Trade Agreements Act Of 1979, As Amended:

All items are U.S. made end products, designated country end products, Caribbean Basin country end products, Canadian end products, or Mexican end products as defined in the Trade Agreements Act of 1979, as amended.

9. Statement Concerning Availability of Export Packing: N/A**10. Small Requirements:** The minimum dollar value of orders to be issued is: **\$100**

11. Maximum Order: (All dollar amounts are exclusive of any discount for prompt payment.)
The maximum dollar value for the following Special Item Numbers is **\$500,000**

54151S - IT Services

518210C – Cloud and Cloud-Related IT Professional Services

54151HEAL- Health Information Technology Services

12. Ordering Procedures for Federal Supply Schedule Contracts

Ordering activities shall use the ordering procedures of Federal Supply Schedule Regulation (FAR) 8.405 when placing an order or establishing a BPA for supplies or services. These procedures apply to all schedules.

- a) FAR 8.405-1 Ordering procedures for supplies, and services not requiring a statement of work.
- b) FAR 8.405-2 Ordering procedures for services requiring a statement of work.

13. Federal Information Technology/Telecommunication Standards Requirements: ordering activities acquiring products from this Schedule must comply with the provisions of the Federal Standards Program, as appropriate (reference: NIST Federal Standards Index). Inquiries to determine whether or not specific products listed herein comply with Federal Information Processing Standards (FIPS) or Federal Telecommunication Standards (FED-STDS), which are cited by ordering activities, shall be responded to promptly by the Contractor.

- a) Federal Information Processing Standards Publications (FIPS PUBS): Information Technology products under this Schedule that do not conform to Federal Information Processing Standards (FIPS) should not be acquired unless a waiver has been granted in accordance with the applicable "FIPS Publication." Federal Information Processing Standards Publications (FIPS PUBS) are issued by the U.S. Department of Commerce, National Institute of Standards and Technology (NIST), pursuant to National Security Act. Information concerning their availability and applicability should be obtained from the National Technical Information Service (NTIS), 5285 Port Royal Road, Springfield, Virginia 22161. FIPS PUBS include voluntary standards when these are adopted for Federal use. Individual orders for FIPS PUBS should be referred to the NTIS Sales Office, and orders for subscription service should be referred to the NTIS Subscription Officer, both at the above address, or telephone number (703) 487-4650.
- b) Federal Telecommunication Standards (FED-STDS): Telecommunication products under this Schedule that do not conform to Federal Telecommunication Standards (FED-STDS) should not be acquired unless a waiver has been granted in accordance with the applicable "FED-STD." Federal Telecommunication Standards are issued by the U.S. Department of Commerce, National Institute of Standards and Technology (NIST), pursuant to National Security Act. Ordering information and information concerning the availability of FED-STDS should be obtained from the GSA, Federal Supply Service, Specification Section, 470 East L'Enfant Plaza, Suite 8100, SW, Washington, DC 20407, telephone number (202)619-8925. Please include a self-addressed mailing label when requesting information by mail. Information concerning their applicability can be obtained by writing or calling the U.S. Department of Commerce, National Institute of Standards and Technology, Gaithersburg, MD 20899, telephone number (301)975-2833.

14. Contractor Tasks / Special Requirements (C-FSS-370) (NOV 2003)

- a) Security Clearances: The Contractor may be required to obtain/possess varying levels of security clearances in the performance of orders issued under this contract. All costs associated with obtaining/possessing such security clearances should be factored into the price offered under the Multiple Award Schedule.
- b) Travel: The Contractor may be required to travel in performance of orders issued under this contract. Allowable travel and per diem charges are governed by Pub .L. 99-234 and FAR Part 31, and are reimbursable by the ordering agency or can be priced as a fixed price item on orders placed under the Multiple Award Schedule. Travel in performance of a task order will only be reimbursable to the extent authorized by the ordering agency. The Industrial Funding Fee does NOT apply to travel and per diem charges.
- c) Certifications, Licenses and Accreditations: As a commercial practice, the Contractor may be required to obtain/possess any variety of certifications, licenses and accreditations for specific FSC/service code classifications offered. All costs associated with obtaining/ possessing such certifications, licenses and accreditations should be factored into the price offered under the Multiple Award Schedule program.

- d) Insurance: As a commercial practice, the Contractor may be required to obtain/possess insurance coverage for specific FSC/service code classifications offered. All costs associated with obtaining/possessing such insurance should be factored into the price offered under the Multiple Award Schedule program.
- e) Personnel: The Contractor may be required to provide key personnel, resumes or skill category descriptions in the performance of orders issued under this contract. Ordering activities may require agency approval of additions or replacements to key personnel.
- f) Organizational Conflicts of Interest: Where there may be an organizational conflict of interest as determined by the ordering agency, the Contractor's participation in such order may be restricted in accordance with FAR Part 9.5.
- g) Documentation/Standards: The Contractor may be requested to provide products or services in accordance with rules, regulations, OMB orders, standards and documentation as specified by the agency's order.
- h) Data/Deliverable Requirements: Any required data/deliverables at the ordering level will be as specified or negotiated in the agency's order.
- i) Government-Furnished Property: As specified by the agency's order, the Government may provide property, equipment, materials or resources as necessary.
- j) Availability of Funds: Many Government agencies' operating funds are appropriated for a specific fiscal year. Funds may not be presently available for any orders placed under the contract or any option year. The Government's obligation on orders placed under this contract is contingent upon the availability of appropriated funds from which payment for ordering purposes can be made. No legal liability on the part of the Government for any payment may arise until funds are available to the ordering Contracting Officer.
- k) Overtime: For professional services, the labor rates in the Schedule should not vary by virtue of the Contractor having worked overtime. For services, applicable to the Service Contract Act (as identified in the Schedule), the labor rates in the Schedule will vary as governed by labor laws (usually assessed a time and a half of the labor rate).

15. Contract Administration for Ordering Activities: Any ordering activity, with respect to any one or more delivery orders placed by it under this contract, may exercise the same rights of termination as might the GSA Contracting Officer under provisions of FAR 52.212-4, paragraphs (l) Termination for the ordering activity's convenience, and (m) Termination for Cause (See 52.212-4)

16. GSA ADVANTAGE!

GSA Advantage! is an on-line, interactive electronic information and ordering system that provides on-line access to vendors' schedule prices with ordering information. GSA Advantage! will allow the user to perform various searches across all contracts including, but not limited to:

- (1) Manufacturer;
- (2) Manufacturer's Part Number; and
- (3) Product categories.

Agencies can browse GSA Advantage! by accessing the Internet World Wide Web utilizing a browser (ex.: Netscape). The Internet address is <http://www.fss.gsa.gov/>.

17. Purchase of Open Market Items

NOTE: Open Market Items are also known as incidental items, noncontract items, non-Schedule items, and items not on a Federal Supply Schedule contract. ODCs (Other Direct Costs) are not part of this

contract and should be treated as open market purchases. Ordering Activities procuring open market items must follow FAR 8.402(f).

For administrative convenience, an ordering activity contracting officer may add items not on the Federal Supply Multiple Award Schedule (MAS) -- referred to as open market items -- to a Federal Supply Schedule blanket purchase agreement (BPA) or an individual task or delivery order, only if-

- (1) All applicable acquisition regulations pertaining to the purchase of the items not on the Federal Supply Schedule have been followed (e.g., publicizing (Part 5), competition requirements (Part 6), acquisition of commercial items (Part 12), contracting methods (Parts 13, 14, and 15), and small business programs (Part 19));
- (2) The ordering activity contracting officer has determined the price for the items not on the Federal Supply Schedule is fair and reasonable;
- (3) The items are clearly labeled on the order as items not on the Federal Supply Schedule; and
- (4) All clauses applicable to items not on the Federal Supply Schedule are included in the order.

18. Contractor Commitments, Warranties and Representations

- a) For the purpose of this contract, commitments, warranties and representations include, in addition to those agreed to for the entire schedule contract:
 - (1) Time of delivery/installation quotations for individual orders;
 - (2) Technical representations and/or warranties of products concerning performance, total system performance and/or configuration, physical, design and/or functional characteristics and capabilities of a product/equipment/ service/software package submitted in response to requirements which result in orders under this schedule contract.
 - (3) Any representations and/or warranties concerning the products made in any literature, description, drawings and/or specifications furnished by the Contractor.
- b) The above is not intended to encompass items not currently covered by the GSA

19. Overseas Activities

The terms and conditions of this contract shall apply to all orders for installation, maintenance and repair of equipment in areas listed in the pricelist outside the 48 contiguous states and the District of Columbia, except as indicated below: **N/A**

Upon request of the Contractor, the Government may provide the Contractor with logistics support, as available, in accordance with all applicable Government regulations. Such Government support will be provided on a reimbursable basis, and will only be provided to the Contractor's technical personnel whose services are exclusively required for the fulfillment of the terms and conditions of this contract.

20. Blanket Purchase Agreements (BPAs)

The use of BPAs under any schedule contract to fill repetitive needs for supplies or services is allowable. BPAs may be established with one or more schedule contractors. The number of BPAs to be established is within the discretion of the ordering activity establishing the BPA and should be based on a strategy that is expected to maximize the effectiveness of the BPA(s). Ordering activities shall follow FAR 8.405-3 when creating and implementing BPA(s).

21. Contractor Team Arrangements

Contractors participating in contractor team arrangements must abide by all terms and conditions of their respective contracts. This includes compliance with Clauses 552.238-74, Industrial Funding Fee and Sales Reporting, i.e., each contractor (team member) must report sales and remit the IFF for all products and services provided under its individual contract.

22. Installation, Deinstallation, Reinstallation

The Davis-Bacon Act (40 U.S.C. 276a-276a-7) provides that contracts in excess of \$2,000 to which the United States or the District of Columbia is a party for construction, alteration, or repair (including painting and decorating) of public buildings or public works with the United States, shall contain a clause that no laborer or mechanic employed directly upon the site of the work shall receive less than the prevailing wage rates as determined by the Secretary of Labor. The requirements of the Davis-Bacon Act do not apply if the construction work is incidental to the furnishing of supplies, equipment, or services. For example, the requirements do not apply to simple installation or alteration of a public building or public work that is incidental to furnishing supplies or equipment under an Acquisition contract. However, if the construction, alteration or repair is segregable and exceeds \$2,000, then the requirements of the Davis-Bacon Act applies.

The ordering activity issuing the task order against this contract will be responsible for proper administration and enforcement of the Federal labor standards covered by the Davis-Bacon Act. The proper Davis-Bacon wage determination will be issued by the ordering activity at the time a request for quotations is made for applicable construction classified installation, deinstallation, and reinstallation services under SIN 132-8 and 132-9.

23. SECTION 508 COMPLIANCE

If applicable, Section 508 compliance information on the supplies and services in this contract are available in Electronic and Information Technology (EIT) at the following: <http://www.ensoftek.com/>

The EIT standard can be found at: www.Section508.gov/.

24. Prime Contractor Ordering from Federal Supply Schedules

Prime Contractors (on cost reimbursement contracts) placing orders under Federal Supply Schedules, on behalf of an ordering activity, shall follow the terms of the applicable schedule and authorization and include with each order –

- (a) A copy of the authorization from the ordering activity with whom the contractor has the prime contract (unless a copy was previously furnished to the Federal Supply Schedule contractor); and
- (b) The following statement: This order is placed under written authorization from _____ dated _____. In the event of any inconsistency between the terms and conditions of this order and those of your Federal Supply Schedule contract, the latter will govern.

25. Insurance—Work on A Government Installation (JAN 1997) (FAR 52.228-5)

- (a) The Contractor shall, at its own expense, provide and maintain during the entire performance of this contract, at least the kinds and minimum amounts of insurance required in the Schedule or elsewhere in the contract.
- (b) Before commencing work under this contract, the Contractor shall notify the Contracting Officer in writing that the required insurance has been obtained. The policies evidencing

required insurance shall contain an endorsement to the effect that any cancellation or any material change adversely affecting the Government's interest shall not be effective—

- (1) For such period as the laws of the State in which this contract is to be performed prescribe; or
- (2) Until 30 days after the insurer or the Contractor gives written notice to the Contracting Officer, whichever period is longer.
- (c) The Contractor shall insert the substance of this clause, including this paragraph (c), in subcontracts under this contract that require work on a Government installation and shall require subcontractors to provide and maintain the insurance required in the Schedule or elsewhere in the contract. The Contractor shall maintain a copy of all subcontractors' proofs of required insurance, and shall make copies available to the Contracting Officer upon request.

26. Software Interoperability.

Offerors are encouraged to identify within their software items any component interfaces that support open standard interoperability. An item's interface may be identified as interoperable on the basis of participation in a Government agency-sponsored program or in an independent organization program. Interfaces may be identified by reference to an interface registered in the component registry located at <http://www.core.gov>.

27. Advance Payments

A payment under this contract to provide a service or deliver an article for the United States Government may not be more than the value of the service already provided or the article already delivered. Advance or pre-payment is not authorized or allowed under this contract. (31 U.S.C. 3324)

TERMS AND CONDITIONS APPLICABLE TO

SIN 518210C – Cloud and Cloud – Related IT Professional Services

DrCloudEHR™ for Government Software as a Service (SaaS) Terms and Conditions ("Terms and Conditions")

EnSoftek provides flexible, open, extensible, scalable and feature-rich, HIPAA compliant, ONCHIT "MU Stage 2" certified complete electronic health records SaaS solution, DrCloudEHR™ to fulfill the unique requirements of primary care, community healthcare and behavioral health community. From traditional therapy, family based programs, substance abuse, medication management and primary care, DrCloudEHR™ offers one integrated solution that is standards based and interoperable, complies with federal mandates and state-reporting requirements, delivers real-time information for efficient health care delivery and documentation and brings major improvements in patient care quality and reduction in costs.

DrCloudEHR™ for Government is a software-as-a-service (SaaS) where United States Federal, State and Local government agencies can safely and securely use a robust web services application for electronic health records, practice management, patient management, revenue cycle management and reporting. It is hosted in a US-based, FedRAMP approved Microsoft Azure Government Cloud to leverage cloud technologies.

These Terms and Conditions shall be applicable to EnSoftek's provision of its "DrCloudEHR™ for Government Software as a Service for electronic health records online and related support (the "Service") to ordering activity or Customer ("Customer") and shall govern all Master Hosted Web Services Agreements entered into between the parties with respect to such Service.

EnSoftek expressly limits acceptance to the terms and conditions set forth in these Terms and Conditions and the applicable Master Hosted Web Services agreement. Any terms and conditions contained in a purchase order, request for proposal, order acceptance or similar document from Customer shall not constitute a part of the contract of sale between the parties unless such terms and conditions are specifically incorporated in the Master Hosted Web Services agreement. Customer's registration for, or use of, the Service shall constitute acceptance on the terms and conditions set forth in these Terms and Conditions and any additional or different terms proposed by Customer are hereby rejected.

1. Definitions.

1.1 "Web Services." DrCloudEHR™ online Electronic Medical Records (EMR) service as may be more particularly described on the applicable Order, and any updates or upgrades to our Web Services that may be generally released by us to all customers from time to time. We reserve the right to update and modify the Web Services from time to time.

1.2 "Order." A written purchase order signed by the parties.

1.3 "Affiliate." Any parent or Subsidiary Corporation, and any corporation or other business entity controlling, controlled by or under common control with you.

1.4 "Privacy Policy". Please see exhibit C.

1.5 "HIPAA Regulations." The Standards for Privacy of Individually Identifiable Health Information and the Security Standards for the Protection of Electronic Protected Health Information [45 C.F.R. Parts 160 and 164] promulgated by the U.S. Department of Health and

Human Services under the Health Insurance Portability and Accountability Act (HIPAA) of 1996, as amended, modified, or renumbered.

1.6 "HITECH Act." The Health Information Technology for Economic and Clinical Health (HITECH) Act, Pub.L. 111-5, Div. A. Title XIII and Title IV of Div. B.) (generally effective February 17, 2010).

1.7 "ePHI." The same meaning as the term "electronic protected health information" under the HIPAA Regulations.

1.8 "Qualified Service Organization/Business Associate Agreement." The same meaning as "business associate" agreement under the HIPAA Regulations, as modified to comply with the Confidentiality of Patient Records Act (as defined below.)

1.9 "Service Level." The measurements upon which the quality of Web Services is measured.

1.10 "Basic Service Level." Any Service Level set forth in this Agreement or an applicable Order that is not a Critical Service Level.

1.11 "Critical Service Level." Any Service Level that is described as "critical" in this Agreement or an applicable Order.

1.12 "Uptime." Measure of the time the Web Services are working and available.

1.13 "Downtime." Any period where the Web Services are not available to the end users, regardless of reason.

1.14 "Exempt Downtime." Downtime where the parties have previously agreed upon the time and duration of such Downtime. Only Downtime occurring during such previously-agreed period shall be deemed to be Exempt Downtime. Exempt downtime will include unscheduled internet outages.

1.15 "Unscheduled Downtime." All Downtime that is not Exempt Downtime.

2. Web Services.

2.1. Subject to the terms and conditions hereof, including without limitation our Privacy Policy and the applicable Qualified Service Organization/Business Associate Agreement, we shall provide the Web Services to you and your Affiliates during the term of this Agreement in accordance with the applicable Order. The initial Order is attached.

2.2. The parties agree to execute the Qualified Service Organization/Business Associate Agreement attached as Exhibit A with the understanding that it is the Qualified Service Organization/Business Associate Agreement that is applicable to this Agreement.

2.3. You will be granted authorized login protocols for the Web Services, and you agree not to use the Web Services in excess of your authorized login protocols. You agree not to access (or attempt to access) the Web Services by any means other than through the login protocols we provide. You agree not to access (or attempt to access) the Web Services through any automated means (including use of scripts or web crawlers), and you agree to comply with the instructions set out in any robots.txt file present on the Web Services.

2.4. You are not authorized to (i) resell, sublicense, transfer, assign, or distribute the Web Services or content; (ii) modify or make derivative works based upon the Web Services or content; (iii) "frame" or "mirror" the Web Services or content on any other server or Internet-enabled device, or (iv) reverse engineer, decompile the Web Services or their enabling software for any purpose.

2.5. You are not authorized to use our Web Services or servers for the propagation, distribution, housing, processing, storing, or otherwise handling in any way lewd, obscene, or pornographic material, or any other material which we deem to be objectionable. The designation of any such materials is entirely at our sole discretion.

2.6. Availability of Web Services is subject to our Service Level Agreement attached as Exhibit B.

2.7. Payment of the Implementation and Customization charge shall be due within thirty days of receipt of invoice. Unless otherwise agreed to recurring charges for access shall start no later than the first day of the month following 90 days from the effective date of this agreement.

3. Payment Terms

3.1 Payment of the Implementation and Customization charge shall be due within thirty days of receipt of invoice. Unless otherwise agreed to recurring charges for subscription/access shall start no later than the first day of the month following sixty (60) days from the effective date of this agreement.

3.2 [Reserved]

4. Ownership.

4.1. The software and technology used by us to generate and provide the Web Services are protected by law, including, but not limited to, United States copyright law and international treaties. The copyrights and other intellectual property rights in this material are owned by us and/or others. Except for the limited rights granted herein, all other rights are reserved.

4.2. You will remain the sole and exclusive owner of all intellectual property rights in your patient files, Confidential Information (defined in Section 10 below), and materials provided by you.

5. Term; Termination.

5.1. This Agreement shall commence on the Effective Date and will remain in full force and effect for 36 months or the time period detailed in the Purchase Order.

5.2. When the End User is an instrumentality of the U.S., recourse against the United States for any alleged breach of this Agreement must be brought as a dispute under the contract Disputes Clause (Contract Disputes Act). During any dispute under the Disputes Clause, EnSofttek shall proceed diligently with performance of this Agreement, pending final resolution of any request for relief, claim, appeal, or action arising under the Agreement, and comply with any decision of the Contracting Officer.

5.3. Termination of your account includes (i) removal of access to all Web Services, and (ii) deletion of your login protocols. Promptly after the effective date of termination, we will transmit your patient files in a mutually agreeable data format. EnSofttek will make every reasonable effort to provide the data to the Customer but will not be held liable if Customer does not make necessary arrangements for receipt of data within fifteen (15) days of termination

5.4. The expiration or termination of this Agreement, for any reason, shall not release either party from any liability to the other party, including any payment obligation that has already accrued hereunder.

6. Account-Related Responsibilities.

6.1. You are responsible for maintaining the confidentiality of your login protocols, and any additional information that we may provide regarding accessing the Web Services. If you knowingly share your login protocols with another person who is not authorized to use the Web Services, this Agreement is subject to termination pursuant to Paragraph 5.2. You agree to immediately notify us of any unauthorized use of your login protocols or any other breach of security.

7. Limited Warranty; Disclaimers.

7.1 We warrant that (i) we will undertake commercially reasonable efforts to maximize uptime for the Web Services, except for routine maintenance, and (ii) the Web Services will be free of material defects and will conform to the descriptions provided in the applicable order ("Limited Warranty"). Your sole and exclusive remedy for breach of this Limited Warranty shall be the prompt correction of material defects and non-conforming Web "services at our expense. EXCEPT FOR THE FOREGOING LIMITED WARRANTY, WE DISCLAIM ALL WARRANTIES, BOTH EXPRESS AND IMPLIED, INCLUDING IMPLIED WARRANTIES RESPECTING MERCHANTABILITY, TITLE, AND FITNESS FOR A PARTICULAR PURPOSE.

7.2 We represent and warrant that during the term of this Agreement, we will comply with applicable state and federal laws and regulations, including without limitation, HIPAA, HITECH ACT and Identity Theft Protection Act.

8. Consequential Damages Waiver.

8.1 EXCEPT (i) AS MAY BE PROVIDED IN ANY APPLICABLE QUALIFIED SERVICE ORGANIZATION/BUSINESS ASSOCIATE AGREEMENT OR THE HIPAA REGULATIONS OR THE HITECH ACT OR THE CONFIDENTIALITY OF PATIENT RECORD ACT, OR (ii) FOR OBLIGATIONS REGARDING CONFIDENTIAL INFORMATION EXPRESSLY PROVIDED HEREIN, IN NO EVENT SHALL EITHER PARTY BE LIABLE TO THE OTHER UNDER ANY THEORY INCLUDING CONTRACT AND TORT (INCLUDING NEGLIGENCE AND STRICT PRODUCTS LIABILITY) FOR ANY INDIRECT, SPECIAL OR INCIDENTAL OR CONSEQUENTIAL DAMAGES, EVEN IF THE PARTY CAUSING SUCH DAMAGES HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

THIS AGREEMENT SHALL NOT IMPAIR THE U.S. GOVERNMENT'S RIGHT TO RECOVER FOR FRAUD OR CRIMES ARISING OUT OF OR RELATED TO THIS CONTRACT UNDER ANY FEDERAL FRAUD STATUTE, INCLUDING THE FALSE CLAIMS ACT, 31 U.S.C. 3729-3733. FURTHERMORE, THIS CLAUSE SHALL NOT IMPAIR NOR PREJUDICE THE U.S. GOVERNMENT'S RIGHT TO EXPRESS REMEDIES PROVIDED IN THE GSA SCHEDULE CONTRACT (E.G., CLAUSE 552.238-75 – PRICE REDUCTIONS, CLAUSE 52.212-4(H) – PATENT INDEMNIFICATION, AND GSAR 552.215-72 – PRICE ADJUSTMENT – FAILURE TO PROVIDE ACCURATE INFORMATION).

9. Indemnity; Liability Cap.

9.1 "Loss" or "Losses" means (a) all reasonable attorney fees paid or payable by an Indemnitee (as defined in Section 9.2 below) in defense of any claim subject to indemnification under this Section 9, whether prior to, at trial or any other proceeding and in any appeal or other post judgment proceeding; and (b) all sums paid or payable to any other person, including all direct losses and damages (except as disclaimed in this Agreement), injuries (including personal injury, sickness and death), interest, costs, fines, taxes, premiums, assessments, penalties, expenses, attorney fees

(whether incurred prior to, at trial or any other proceeding and in any appeal or other post judgment proceedings) and other liabilities of any kind or nature.

9.2 Liability Cap. Except (i) as may be provided in any applicable QUALIFIED SERVICE ORGANIZATION/BUSINESS ASSOCIATE AGREEMENT OR THE HIPAA REGULATIONS OR THE HITECH ACT OR THE CONFIDENTIALITY OF PATIENT RECORD ACT, or (ii) for obligations regarding confidential information expressly provided herein, our aggregate liability, if any, including liability arising out of contract, negligence, strict liability in tort or warranty, or otherwise, shall not exceed the contract price.

10. Reciprocal Disclosure of Confidential Information and ePHI.

We anticipate that each of us may disclose confidential information to the other. Accordingly, we desire to establish in this Section terms governing the use and protection of certain information one party ("Owner") may disclose to the other party ("Recipient"). The Owner retains sole and exclusive ownership of its Confidential Information (defined below).

10.1 For purposes hereof, "Confidential Information" information of an Owner (i) which relates to Web services, including non-public and confidential business models and plans, and technical information and data of Owner or its customers or suppliers, (ii) which includes or relates to patient files or patient records, or (iii) which, although not related to the Web Services, is nevertheless disclosed hereunder, and which, in any case, is disclosed by an Owner to Recipient in document or other tangible form bearing an appropriate legend indicating its confidential or proprietary nature, or which, if initially disclosed orally or visually is identified as confidential at the time of disclosure and a written summary hereof, also marked with such a legend, is provided to Recipient within fifteen (15) days of the initial disclosure.

10.2 Recipient may use Confidential Information of Owner only for the purposes of this Agreement and shall protect such Confidential Information from disclosure to others, using the same degree of care used to protect its own proprietary information of like importance, but in any case, using no less than a reasonable degree of care. Recipient may disclose Confidential Information received hereunder only as reasonably required to perform its obligations under this Agreement and only to its employees who have a need to know for such purposes and who are bound by signed, written agreements to protect the received Confidential Information from unauthorized use and disclosure. The restrictions of this Agreement on use and disclosure of Confidential Information shall not apply to information that: (i) is in the possession or control of Recipient at the time of its disclosure hereunder; (ii) is, or becomes publicly known, through no wrongful act of Recipient; (iii) is received by Recipient from a third party free to disclose it without obligation to Owner; or (iv) is independently developed by Recipient without reference to Confidential Information.

10.3 Recipient may also receive personally identifiable information, individually identifiable health information or ePHI (together referred to as "Customer's Individually Identifiable Confidential Information" or "CII Confidential Information") in connection with the Web Services. Recipient shall comply with all duties and obligations imposed by the applicable Qualified Service Organization/Business Associate Agreement under the HIPAA Regulations, the HITECH ACT, the Confidentiality of Patient Records Act, and any other Federal or state regulations governing the disclosure of personally identifiable information, individually identifiable health information or ePHI transmitted to Recipient in connection with the Web Services. Any breach of the applicable Qualified Service Organization/Business Associate Agreement by Recipient, or any violation by Recipient of the HIPAA Regulations, the HITECH ACT, the Patient Records Act, or the Oregon Identity Theft Protection

Act will be a material breach of this Agreement.

10.4 Notwithstanding anything to the contrary contained herein, an Owner may request Recipient in writing to return or destroy the Owner's Confidential Information, and the Recipient agrees to comply promptly, and in the case of destruction, to certify in writing that the destruction has been completed.

10.5 Licensor recognizes that Federal agencies are subject to the Freedom of Information Act, 5 U.S.C. 552, which requires that certain information be released, despite being characterized as "confidential" by the vendor.

11. Export Control.

11.1 We provide Web Services and use software and technology that may be subject to United States export controls administered by the U.S. Department of Commerce, the United States Department of Treasury Office of Foreign Assets Control, and other U.S. agencies and the export control regulations of Switzerland and the European Union. You acknowledge and agree to comply with applicable export controls.

12. Registration Data.

12.1 Registration is required for you to establish an account at the Web Services. You agree (i) to provide certain current, complete, and accurate information about you as prompted to do so by our online registration form ("Registration Data"), and (ii) to maintain and update such Registration Data as required to keep such information current, complete and accurate. You warrant that your Registration Data is and will continue to be accurate and current, and that you are authorized to provide such Registration Data. You authorize us to verify your Registration Data at any time. If any Registration Data that you provide is untrue, inaccurate, not current or incomplete, we retain the right, in its sole discretion, to suspend or terminate rights to use your account. Solely to enable us to use information you supply us internally, so that we are not violating any rights you might have in that information, you grant to us a nonexclusive license to (i) convert such information into digital format such that it can be read, utilized and displayed by our computers or any other technology currently in existence or hereafter developed capable of utilizing digital information, and (ii) combine the information with other content provided by us in each case by any method or means or in any medium whether now known or hereafter devised. The Registration Data will not be provided to any third parties and will be protected from unauthorized disclosure to third parties.

13. Monitoring.

13.1 We reserve the right to monitor your access and use of the Web Services without notification to you.

14. Information Security; Security Notice.

14.1 Customer shall be solely responsible for acquiring and maintaining technology and procedures for maintaining the security of Customer's link to the Internet.

14.2 As part of the Web Services, we shall implement and maintain commercially reasonable and appropriate information security procedures with respect to any of Customer's Individually Identifiable Confidential Information, or pursuant to this Agreement, consistent with prevailing

industry standards to protect data from unauthorized access by physical and electronic intrusion, and that comply with applicable privacy rights, applicable law and business guidance issued by any federal or state regulatory agency to protect personally identifiable information, individually identifiable health information or ePHI. Without limiting any other provision in this Agreement, EnSoftek will not allow any other of its customers to view any information or data of Customer, its patients, employees, suppliers, licensors or licensees.

14.3 Unless resulting from the failure of EnSoftek and its affiliate companies to perform the obligations specified in Section 9 and Section 13.2 above, the parties agree that we shall not be held responsible or liable for situations (i) where data or transmissions are accessed by third parties through illegal or illicit means, or (ii) where the data or transmissions are accessed through the exploitation of security gaps, weaknesses, or flaws unknown to us at the time and should not have reasonably been known to us in EnSoftek's risk assessment.

14.4 We will (a) promptly report to you any unauthorized access to your data promptly upon discovery by Us, and we will use diligent efforts to promptly remedy any breach of security that permitted such unauthorized access. In the event notification to persons included in your data is required, you shall be solely responsible for any and all such notifications at your expense.

15. Miscellaneous.

15.1. **Notices.** We may give notice to you by means of (i) a general notice in your account information, (ii) by electronic mail to your e-mail address on record in your Registration Data, or (iii) by written communication sent by first class mail or pre-paid post to your address on record in your Registration Data. Such notice shall be deemed to have been given upon the expiration of forty-eight (48) hours after mailing or posting (if sent by first class mail or pre-paid post) or twelve (12) hours after sending (if sent by email). You may give notice to us (such notice shall be deemed given when received) at any time by any of the following: (a) by letter sent by confirmed facsimile to us at the following fax number, (503) 626-1769; or (b) by letter delivered by nationally recognized overnight delivery service or first-class postage prepaid mail as follows: 735 SW 158th Ave., Beaverton, OR 97006, in either case, addressed to the attention of "President of the Company". Notices will not be effective unless sent in accordance with the above requirements.

15.2. **Applicable Law; Jurisdiction and Venue.** This Agreement shall be governed by and construed in accordance with the Federal laws of the United States, without giving effect to any choice or conflict of law provision or rule that could cause the application of laws of any jurisdiction other than those of the United States.

15.3. **Severability.** If any provision of this Agreement is declared invalid or unenforceable, such provision shall be deemed modified to the extent necessary and possible to render it valid and enforceable. In any event, the unenforceability or invalidity of any provision shall not affect any other provision of this Agreement, and this Agreement shall continue in full force and effect, and be construed and enforced, as if such provision had not been included, or had been modified as above provided, as the case may be.

15.4. **Force Majeure.** Excusable delays shall be governed by FAR 52.212-4(f).

15.5. **Further Assurances.** Each party shall, on the reasonable request and at the sole cost and expense of the other party, take, execute, acknowledge and deliver all such further acts, documents and instruments necessary to give full effect to this Agreement.

15.6. **Relationship of the Parties.** Nothing contained in this Agreement shall be construed as creating any agency, partnership, or other form of joint enterprise between the

parties. The relationship between the parties shall at all times be that of independent contractors. Neither party shall have authority to contract for or bind the other in any manner whatsoever.

15.7. **Publicity.** Neither party shall use the other party's trademarks, service marks, trade names, logos, symbols or brand names, or otherwise issue or release any announcement, statement, press release or other publicity or marketing materials relating to the existence or subject matter of this Agreement, or the relationship between the parties, in each case, without the prior written consent of the other party. EnSoftek Inc. acknowledges that the ability to use this Agreement in advertising is limited by GSAR 552.203-71.

15.8. **Entire Agreement.** This Agreement, together with all exhibits attached hereto, the underlying GSA Schedule Contract, Schedule Pricelist and Purchase Order(s), constitutes the entire agreement of the parties with respect to the subject matter contained herein, and supersedes all prior and contemporaneous understandings, agreements, representations and warranties, both written and oral, with respect to such subject matter. This Agreement may only be amended, modified or supplemented by an agreement in writing signed by each party hereto. In the event of a conflict between the terms, provisions and conditions contained in the body of this Agreement and the terms, provisions and conditions contained in the Exhibits to this Agreement, the term, provisions and conditions contained in the body of this Agreement shall prevail. In no event shall the provisions of any purchase order or any associated documentation used by Customer, constitute a binding agreement between the parties or serve to modify the provisions of this Agreement UNLESS a modification to this agreement is made through the Purchase Order that is fully executed by both parties in writing.

15.9. **Assignment.** Neither party shall assign any of its rights or delegate any of its obligations hereunder without the prior written consent of the other party. Any purported assignment or delegation in violation of this Section shall be null and void. No assignment or delegation shall relieve Customer of any of its obligations hereunder.

15.10. **Waiver.** No waiver by any party of any of the provisions hereof shall be effective unless explicitly set forth in writing and signed by the party so waiving. No waiver by any party shall operate or be construed as a waiver in respect of any failure, breach or default not expressly identified by such written waiver, whether of a similar or different character, and whether occurring before or after that waiver. No failure to exercise, or delay in exercising, any right, remedy, power or privilege arising from this Agreement shall operate or be construed as a waiver thereof; nor shall any single or partial exercise of any right, remedy, power or privilege hereunder preclude any other or further exercise thereof or the exercise of any other right, remedy, power or privilege.

15.11. **Survival.** Those clauses the survival of which is necessary for the interpretation or enforcement of this Agreement shall continue in full force and effect in accordance with their terms notwithstanding the expiration or termination hereof, such clauses to include, without limitation, the following: Warranty Disclaimers, Limitation of Liability, Confidential Information, Information Security, Security Notice, Notices, Arbitration, Applicable Law, Jurisdiction and Venue, Severability,

15.12. Force Majeure, and Miscellaneous.

15.13. **United Nations Convention of Contracts.** The application the United Nations Convention of Contracts for the International Sale of Goods is expressly excluded.

15.14. **Headings.** The headings in this Agreement are for reference only and shall not affect the interpretation of this Agreement.

15.15. **Counterparts.** This Agreement may be executed in counterparts, each of which shall be deemed an original, but all of which together shall be deemed to be one and the same agreement. A signed copy of this Agreement delivered by facsimile, e-mail or other means of electronic transmission (to which a signed PDF copy is attached) shall be deemed to have the same legal effect as delivery of an original signed copy of this Agreement.

16. Service Level Procedures.

The establishment of Service Levels will be accomplished as follows:

2.1. **Commencement.** Service Levels are established as provided herein and will be measured starting on the "go live" date for the Web Services. Service Level reporting will be put into effect starting on the "go live" date for the Web Services.

2.2. **Service Level Changes.** The Parties may agree to add, delete or modify Service Levels. All such changes must be mutually agreed to in writing. Should new technology or improved measurement capabilities be deployed by EnSoftek that impact the Service Level reports, EnSoftek and Customer will agree upon a new measurement process and amend this Exhibit as appropriate. Should EnSoftek and Customer agree to implement a new reporting mechanism, EnSoftek and Customer will establish new Service Levels to be aligned with the new reporting mechanism.

2.3. **Downtime Incident Reporting.** Upon receipt of a written request from Customer for a prior calendar month requesting information regarding a specific instance of Downtime, EnSoftek will provide Customer with a related incident report from which Customer may determine any Downtime.

2.4. **Excused Failures.** Failure to meet Service Levels will not be deemed to be a failure by ENSOFTEK if one of the following conditions exist: (i) the failure is mutually agreed not to be the fault of ENSOFTEK; (ii) the failure of Customer to carry out relevant obligations causing the failure; (iii) failure of equipment not provided by or maintained by EnSoftek; or (iv) Force Majeure Events.

17. Service Level Metrics.

In addition to any Service Levels described in detail in the Order, and unless these Service Levels are expressly modified in the Order, the following Service Levels are deemed to be default metrics and will apply to the Agreement.

17.1 **Uptime.** The Uptime for the Web Services shall be up at 99% of the time, excluding Exempt Downtime, as calculated for each calendar month.

17.2 **Backups.** EnSoftek uses standard operating procedures to backup all ePHI data and documents on a regularly scheduled basis to prevent data loss. An electronic copy of the data and documents will be provided upon Customer request.

18. Termination Option for Chronic Problems.

When the End User is an instrumentality of the U.S., recourse against the United States for any alleged breach of this Agreement must be brought as a dispute under the contract Disputes Clause (Contract Disputes Act). During any dispute under the Disputes Clause, [vendor] shall proceed diligently with performance of this Agreement, pending final resolution of any request for relief, claim, appeal, or action arising under the Agreement, and comply with any decision of the Contracting Officer.

19. Reserved.

SIN 54151S – IT Services**SIN 54151HEAL - Health Information Technology Services****1. SCOPE**

- a) The prices, terms and conditions stated under Special Item Number 54151S IT Services and apply exclusively to IT Services within the scope of this Information Technology Schedule.
- b) The prices, terms and conditions stated under Special Item Number 54151HEAL Health Information Technology Services and apply exclusively to Health IT Software as Service (SaaS) web services and Services within the scope of this Information Technology Schedule.
- c) The Contractor shall provide services at the Contractor's facility and/or at the ordering activity location, as agreed to by the Contractor and the ordering activity.

2. PERFORMANCE INCENTIVES

- a) Performance incentives may be agreed upon between the Contractor and the ordering activity on individual fixed price orders or Blanket Purchase Agreements under this contract in accordance with this clause.
- b) The ordering activity must establish a maximum performance incentive price for these services and/or total solutions on individual orders or Blanket Purchase Agreements.
- c) Incentives should be designed to relate results achieved by the contractor to specified targets. To the maximum extent practicable, ordering activities shall consider establishing incentives where performance is critical to the ordering activity's mission and incentives are likely to motivate the contractor. Incentives shall be based on objectively measurable tasks.

3. ORDER

- a) Agencies may use written orders, EDI orders, blanket purchase agreements, individual purchase orders, or task orders for ordering services under this contract. Blanket Purchase Agreements shall not extend beyond the end of the contract period; all services and delivery shall be made and the contract terms and conditions shall continue in effect until the completion of the order. Orders for tasks which extend beyond the fiscal year for which funds are available shall include FAR 52.232-19 (Deviation – May 2003) Availability of Funds for the Next Fiscal Year. The purchase order shall specify the availability of funds and the period for which funds are available.
- b) All task orders are subject to the terms and conditions of the contract. In the event of conflict between a task order and the contract, the contract will take precedence.

4. PERFORMANCE OF SERVICES

- a) The Contractor shall commence performance of services on the date agreed to by the Contractor and the ordering activity.
- b) The Contractor agrees to render services only during normal working hours, unless otherwise agreed to by the Contractor and the ordering activity.
- c) The ordering activity should include the criteria for satisfactory completion for each task in the Statement of Work or Delivery Order. Services shall be completed in a good and workmanlike manner.
- d) Any Contractor travel required in the performance of IT/EC Services must comply with the Federal Travel Regulation or Joint Travel Regulations, as applicable, in effect on the date(s) the travel is performed. Established Federal Government per diem rates will apply to all Contractor travel. Contractors cannot use GSA city pair contracts.

5. STOP-WORK ORDER (FAR 52.242-15) (AUG 1989)

- a) The Contracting Officer may, at any time, by written order to the Contractor, require the Contractor to stop all, or any part, of the work called for by this contract for a period of 90 days after the order is delivered to the Contractor, and for any further period to which the parties may agree. The order shall be specifically identified as a stop-work order issued under this clause. Upon receipt of the order, the Contractor shall immediately comply with its terms and take all reasonable steps to minimize the incurrence of costs allocable to the work covered by the order during the period of work stoppage. Within a period of 90 days after a stop-work is delivered to the Contractor, or within any extension of that period to which the parties shall have agreed, the Contracting Officer shall either-
 - (1) Cancel the stop-work order; or
 - (2) Terminate the work covered by the order as provided in the Default, or the Termination for Convenience of the Government, clause of this contract.
- b) If a stop-work order issued under this clause is canceled or the period of the order or any extension thereof expires, the Contractor shall resume work. The Contracting Officer shall make an equitable adjustment in the delivery schedule or contract price, or both, and the contract shall be modified, in writing, accordingly, if-
 - (1) The stop-work order results in an increase in the time required for, or in the Contractor's cost properly allocable to, the performance of any part of this contract; and
 - (2) The Contractor asserts its right to the adjustment within 30 days after the end of the period of work stoppage; provided, that, if the Contracting Officer decides the facts justify the action, the Contracting Officer may receive and act upon the claim submitted at any time before final payment under this contract.
- c) If a stop-work order is not canceled and the work covered by the order is terminated for the convenience of the Government, the Contracting Officer shall allow reasonable costs resulting from the stop-work order in arriving at the termination settlement.
- d) If a stop-work order is not canceled and the work covered by the order is terminated for default, the Contracting Officer shall allow, by equitable adjustment or otherwise, reasonable costs resulting from the stop-work order.

6. INSPECTION OF SERVICES

The Inspection of Services–Fixed Price (AUG 1996) (Deviation – May 2003) clause at FAR 52.246-4 applies to firm-fixed price orders placed under this contract. The Inspection–Time-and-Materials and Labor-Hour (JAN 1986) (Deviation – May 2003) clause at FAR 52.246-6 applies to time-and-materials and labor-hour orders placed under this **contract**.

7. RESPONSIBILITIES OF THE CONTRACTOR

The Contractor shall comply with all laws, ordinances, and regulations (Federal, State, City, or otherwise) covering work of this character. If the end product of a task order is software, then FAR 52.227-14 (Deviation – May 2003) Rights in Data – General, may apply.

8. RESPONSIBILITIES OF THE ORDERING ACTIVITY

Subject to security regulations, the ordering activity shall permit Contractor access to all facilities necessary to perform the requisite IT/EC Services.

9. INDEPENDENT CONTRACTOR

All IT/EC Services performed by the Contractor under the terms of this contract shall be as an independent Contractor, and not as an agent or employee of the ordering activity.

10. ORGANIZATIONAL CONFLICTS OF INTEREST

a) Definitions.

“Contractor” means the person, firm, unincorporated association, joint venture, partnership, or corporation that is a party to this contract.

“Contractor and its affiliates” and “Contractor or its affiliates” refers to the Contractor, its chief executives, directors, officers, subsidiaries, affiliates, subcontractors at any tier, and consultants and any joint venture involving the Contractor, any entity into or with which the Contractor subsequently merges or affiliates, or any other successor or assignee of the Contractor.

An “Organizational conflict of interest” exists when the nature of the work to be performed under a proposed ordering activity contract, without some restriction on ordering activities by the Contractor and its affiliates, may either (i) result in an unfair competitive advantage to the Contractor or its affiliates or (ii) impair the Contractor’s or its affiliates’ objectivity in performing contract work.

- b) To avoid an organizational or financial conflict of interest and to avoid prejudicing the best interests of the ordering activity, ordering activities may place restrictions on the Contractors, its affiliates, chief executives, directors, subsidiaries and subcontractors at any tier when placing orders against schedule contracts. Such restrictions shall be consistent with FAR 9.505 and shall be designed to avoid, neutralize, or mitigate organizational conflicts of interest that might otherwise exist in situations related to individual orders placed against the schedule contract. Examples of situations, which may require restrictions, are provided at FAR 9.508.

11. INVOICES

The Contractor, upon completion of the work ordered, shall submit invoices for IT/EC services. Progress payments may be authorized by the ordering activity on individual orders if appropriate. Progress payments shall be based upon completion of defined milestones or interim products. Invoices shall be submitted monthly for recurring services performed during the preceding month.

12. PAYMENTS

For firm-fixed price orders the ordering activity shall pay the Contractor, upon submission of proper invoices or vouchers, the prices stipulated in this contract for service rendered and accepted. Progress payments shall be made only when authorized by the order. For time-and-materials orders, the Payments under Time-and-Materials and Labor-Hour Contracts at FAR 52.232-7 (DEC 2002), (Alternate II – Feb 2002) (Deviation – May 2003) applies to time-and-materials orders placed under this contract. For labor-hour orders, the Payment under Time-and-Materials and Labor-Hour Contracts at FAR 52.232-7 (DEC 2002), (Alternate II – Feb 2002) (Deviation – May 2003)) applies to labor-hour orders placed under this contract. 52.216-31(Feb 2007) Time-and-Materials/Labor-Hour Proposal Requirements—Commercial Item Acquisition As prescribed in 16.601(e) (3), insert the following provision:

- a) The Government contemplates award of a Time-and-Materials or Labor-Hour type of contract resulting from this solicitation.
- b) The offeror must specify fixed hourly rates in its offer that include wages, overhead, general and administrative expenses, and profit. The offeror must specify whether the fixed hourly rate for each labor category applies to labor performed by—
- (1) The offeror;
 - (2) Subcontractors; and/or
 - (3) Divisions, subsidiaries, or affiliates of the offeror under a common control.

13. RESUMES

Resumes shall be provided to the GSA Contracting Officer or the user ordering activity upon request.

14. INCIDENTAL SUPPORT COSTS

Incidental support costs are available outside the scope of this contract. The costs will be negotiated separately with the ordering activity in accordance with the guidelines set forth in the FAR.

15. APPROVAL OF SUBCONTRACTS

The ordering activity may require that the Contractor receive, from the ordering activity's Contracting Officer, written consent before placing any subcontract for furnishing any of the work called for in a task order.

LABOR CATEGORY DESCRIPTIONS

SIN 54151S - IT Services

Commercial Job Title	Minimum/General Experience	Minimum Education
<i>Application Systems Architect / Principal Engineer – (Journey)</i>	Responsible for the overall system design. Documents development requirements for database, applications, and operation system environment. Consults with end users to test and debug applications to meet client needs. Serves as expertise in all aspects of designing and application development. May conduct training to IT Staff. Requires a bachelor's degree and may be expected to have an advanced degree in area of specialty and at least 4 years or equivalent experience in the field or in a related area. Demonstrates expertise in a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. May provide consultation on complex projects and is considered to be the top level contributor or specialist. 2 – 5 years of experience.	Bachelor's Degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline.
<i>Application Systems Architect / Principal Engineer – (Senior)</i>	Responsible for the overall system design. Documents development requirements for database, applications, and operation system environment. Consults with end users to test and debug applications to meet client needs. Serves as expertise in all aspects of designing and application development. May conduct training to IT Staff. Requires a bachelor's degree and may be expected to have an advanced degree in area of specialty and at least 6 years or equivalent experience in the field or in a related area. Demonstrates expertise in a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. May provide consultation on complex projects and is considered to be the top level contributor or specialist. 5 – 10 years of experience.	Bachelor's Degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline.
<i>Application Systems Architect / Principal Engineer – (Expert)</i>	Responsible for the overall system design. Documents development requirements for database, applications, and operation system environment. Consults with end users to test and debug applications to meet client needs. Serves as expertise in all aspects of designing and application development. May conduct training to IT Staff. Requires a bachelor's degree and may be expected to have an advanced degree in area of specialty and 8 or more years of experience in the field or in a related area. Demonstrates expertise in a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. May provide consultation on complex projects	Bachelor's or Master's Degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline.

	and is considered to be the top level contributor or specialist. 10 + years of experience.	
Applications Engineer – (Journey)	Analyzes functional business applications and design specifications for functional activities. Develops block diagrams and logic flow charts. Translates detailed design into computer software. Tests, debugs, and refines the computer software to produce the required product. Prepares required documentation, including both program-level and user-level documentation. Enhances software to reduce operating time or improve efficiency. Provides technical direction to programmers to ensure program deadlines are met. Minimum of 2 – 5 years of experience is required, of which four years must be specialized. Specialized experience required includes: experience as an applications programmer on large-scale database management systems, knowledge of computer equipment and ability to develop complex software to satisfy design objectives. General experience required includes: increasing responsibilities in software engineering activities. Knowledgeable of applicable standards.	Bachelor's Degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline.
Applications Engineer – (Senior)	Analyzes and studies complex system requirements. Designs software tools and subsystems to support software reuse and domain analyses and manages their implementation. Manages software development and support using formal specifications, data flow diagrams, other accepted design techniques and Computer Aided Software Engineering (CASE) tools. Estimates software development costs and schedule. Reviews existing programs and assists in making refinements, reducing operating time, and improving current techniques. Supervises software configuration management. Minimum of 5 -10 years of experience is required, of which eight years must be specialized. Specialized experience required includes: demonstrated experience working with Ada, SQL, and third/fourth generation languages in the design and implementation of systems and using database management systems. General experience required includes: managing and performing software engineering activities, increasing responsibilities in software engineering activities. Knowledgeable of applicable standards.	Bachelor's Degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline.
Applications Engineer – (Expert)	Leads meetings with functional/user management to define business systems requirements and to resolve problems in existing jobs. Analyzes cost and benefit trade-offs of systems solutions. Typically leads a team of other programmer analysts in any of the phases in the life cycle of application software. Leads development of systems design specifications, and prepares or reviews systems documentation and report layouts using automated tools, current design	Bachelor's or Master's Degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline.

	techniques or functional program specifications. Codes or reviews code of more complex programs, generates or reviews program test data, and leads test and debugging of programs. Reviews program and system documentation. Minimum of 10 + years of experience is required. Leads meetings with functional/user management to define business systems requirements and to resolve problems in existing jobs. Analyzes cost and benefit trade-offs of systems solutions. Typically leads a team of other programmer analysts in any of the phases in the life cycle of application software. Leads development of systems design specifications, and prepares or reviews systems documentation and report layouts using automated tools, current design techniques or functional program specifications. Codes or reviews code of more complex programs, generates or reviews program test data, and leads test and debugging of programs. Reviews program and system documentation.	
Applications Systems Analyst – (Journey)	Reviews, analyzes, and modifies programming systems including encoding, testing, debugging and installing to support an organization's application systems. Consults with users to identify current operating procedures and to clarify program objectives. May be expected to write documentation to describe program development, logic, coding, and corrections. Writes manuals for users to describe installation and operating procedures. Requires a bachelor's degree in a related area and at least 5 years of experience in the field or in a related area. Must have a working knowledge of relational databases and client-server concepts. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. 2 – 5 years of experience is required.	Bachelor's Degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline
Applications Systems Analyst – (Senior)	Reviews, analyzes, and modifies programming systems including encoding, testing, debugging and installing to support an organization's application systems. Consults with users to identify current operating procedures and to clarify program objectives. Requires a bachelor's degree in area of specialty and at least 6 years or equivalent experience in the field or in a related area. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. A wide degree of creativity and latitude is expected. 5 – 10 years of experience is required.	Bachelor's Degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline
Applications Systems Analyst – (Expert)	Reviews, analyzes, and modifies programming systems including encoding, testing, debugging and installing to support an organization's application systems. Consults with users to identify current operating procedures and to clarify program objectives. Familiar with a variety of the field's concepts, practices, and procedures. Relies	Bachelor's or Master's Degree in Computer Science, Information Systems, Engineering, Business, or other related

	on extensive experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. May provide consultation on complex projects and is considered to be the top level contributor or specialist. Minimum of 10 + years of experience is required.	scientific or technical discipline.
Applications Systems Specialist – (Journey)	Provides technical support to the team responsible for a subset of business systems applications. Provides assistance in one or all areas application that includes testing, design and analysis. Assists in the formulation of procedures and best practices for users of applications. Has knowledge of commonly-used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. 2 – 5 years of experience.	Bachelor's Degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline
Applications Systems Specialist – (Senior)	Provides technical support to the team responsible for a subset of business systems applications. Provides assistance in one or all areas application that includes testing, design and analysis. Assists in the formulation of procedures and best practices for users of applications.. Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. Performs a variety of tasks. Works under general supervision. A certain degree of creativity and latitude is required. 5 – 10 years of experience.	Bachelor's Degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline
Applications Systems Specialist – (Expert)	Provides technical support to the team responsible for a subset of business systems applications. Provides assistance in one or all areas applications that include testing, design and analysis. Assists in the formulation of procedures and best practices for users of applications. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. May lead and direct the work of Contractor staff. A wide degree of creativity and latitude is expected. 10 + years of experience.	Bachelor's or Master's Degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline.
IT Business Analyst – (Journey)	Interprets results using a variety of techniques, ranging from simple data aggregation via statistical analysis to complex data mining. Designs, develops, implements and maintains business solutions. Works directly with clients and project and business leaders to identify analytical requirements. Requires a bachelor's degree in area of specialty and at least 2 - 5 year or equivalent experience in the field or in a related area. Has knowledge of commonly-used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job.	Bachelor's Degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline
IT Business Analyst – (Senior)	Interprets results using a variety of techniques, ranging from simple data aggregation via statistical analysis to	Bachelor's Degree in Computer Science,

	complex data mining. Designs, develops, implements and maintains business solutions. Works directly with clients and project and business leaders to identify analytical requirements. Requires a bachelor's degree in area of specialty and at least 5 - 10 years or equivalent experience in the field or in a related area. Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. Performs a variety of tasks. Works under general supervision. A certain degree of creativity and latitude is required.	Information Systems, Engineering, Business, or other related scientific or technical discipline
<i>IT Business Analyst – (Expert)</i>	Interprets results using a variety of techniques, ranging from simple data aggregation via statistical analysis to complex data mining independently. Designs, develops, implements and maintains business solutions. Works with main clients and project and business leaders to identify analytical requirements. Provides tutorship to Journey analysts. Requires a bachelor's degree in area of specialty and at least 10 + years or equivalent experience in the field or in a related area. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. May lead and direct the work of Contractor staff. A wide degree of creativity and latitude is expected.	Bachelor's or Master's Degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline.
<i>Business Intelligence Specialist – (Journey)</i>	Responsible for leading the strategic design and maintenance of business intelligence applications. Identifies, researches, and resolves technical problems. Ensures that the use of business intelligence applications enhances business decision making capabilities. Requires a bachelor's degree in area of specialty and 2 – 5 years of experience in the field or in a related area. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. May leads and directs the work of Contractor staff. A wide degree of creativity and latitude is expected.	Bachelor's or Master's Degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline.
<i>Business Intelligence Specialist – (Senior)</i>	Responsible for leading the strategic design and maintenance of business intelligence applications. Identifies, researches, and resolves technical problems. Ensures that the use of business intelligence applications enhances business decision making capabilities. Requires a bachelor's degree in area of specialty and 5 – 10 years of experience in the field or in a related area. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. May leads and directs the work of Contractor staff. A wide degree of creativity and latitude is expected.	Bachelor's or Master's Degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline.

<i>Business Intelligence Specialist – (Expert)</i>	Responsible for leading the strategic design and maintenance of business intelligence applications. Identifies, researches, and resolves technical problems. Ensures that the use of business intelligence applications enhances business decision making capabilities. Requires a bachelor's degree in area of specialty and 10+ years of experience in the field or in a related area. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. May leads and directs the work of Contractor staff. A wide degree of creativity and latitude is expected.	Bachelor's or Master's Degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline.
<i>Business Process Consultant – (Journey)</i>	Researches and analyzes basic and complex issues surrounding the processes and systems of an organization. Makes recommendations surrounding improving processes, efficiency and practices. Simulates and tests process improvements. Communicates changes and may provide training to impacted business units. May require an advanced degree and at least 2-5 years of direct experience in the field. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. May lead and direct the work of Contractor staff. A wide degree of creativity and latitude is expected.	Bachelor's or Master's Degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline.
<i>Business Process Consultant – (Senior)</i>	Researches and analyzes basic and complex issues surrounding the processes and systems of an organization. Makes recommendations surrounding improving processes, efficiency and practices. Simulates and tests process improvements. Communicates changes and may provide training to impacted business units. May require an advanced degree and at least 5-10 years of direct experience in the field. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. May lead and direct the work of Contractor staff. A wide degree of creativity and latitude is expected.	Bachelor's or Master's Degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline.
<i>Business Process Consultant – (Expert)</i>	Researches and analyzes basic and complex issues surrounding the processes and systems of an organization. Makes recommendations surrounding improving processes, efficiency and practices. Simulates and tests process improvements. Communicates changes and may provide training to impacted business units. May require an advanced degree and at least 10+ years of direct experience in the field. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a	Bachelor's or Master's Degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline.

	variety of tasks. May lead and direct the work of Contractor staff. A wide degree of creativity and latitude is expected.	
Content Engineer – Web – (Journey)	Develops and designs interface, front pages, and the tools to navigate on the website. Performs unit testing at the page level. Sets code standards and leads code reviews. Reviews specifications and provides time estimates on the development of projects and features. Prioritizes projects and deliverables. May require a bachelor's degree in a related area and at least 2 -5 years or equivalent experience in a related field. Familiar with standard concepts, practices, and procedures within a particular field. Relies on experience and judgment to plan and accomplish goals. Performs a variety of tasks. A certain degree of creativity and latitude is required.	Bachelor's Degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline
Content Engineer – Web – (Senior)	Develops and designs interface, front pages, and the tools to navigate on the website. Performs unit testing at the page level. Sets code standards and leads code reviews. Reviews specifications and provides time estimates on the development of projects and features. Prioritizes projects and deliverables. May require a bachelor's degree in a related area and at least 5 - 10 years or equivalent experience in a related field. Familiar with standard concepts, practices, and procedures within a particular field. Relies on experience and judgment to plan and accomplish goals. Performs a variety of tasks. A certain degree of creativity and latitude is required.	Bachelor's Degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline
Content Engineer – Web – (Expert)	Develops and designs interface, front pages, and the tools to navigate a website. Performs unit testing at the page level. Sets code standards and leads code reviews. Reviews specifications and provides time estimates on the development of projects and features. Prioritizes projects and deliverables. Requires a bachelor's degree in a related area and at least 10+ years of experience in the field or in a related area. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. May direct and lead the work of Contractor staff. A wide degree of creativity and latitude is expected.	Bachelor's or Master's Degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline.
Client Server, Web & N-Tier Application Developer – (Journey)	Analyze, design, develop, write, and modify software applications. Participate in the testing process through test review and analysis, test witnessing and certification of software. Write product requirement documents, implement and track development timelines, negotiate feature sets with the development leads and product. Perform a variety of complicated development tasks. 2 - 5 years of experience on a technical development team in a variety of software technologies and applications that meet the specific	Bachelor's degree Specialized experience in the technologies that meet the specific statement of work for the services to be provided.

	statement of work for the services to be provided. Familiarity in a variety of the software engineering concepts, practices and procedures. Work under immediate supervision.	
<i>Client Server, Web & N-Tier Application Developer – (Senior)</i>	Analyze, design, develop, write, and modify software applications. Participate in the testing process through test review and analysis, test witnessing and certification of software. Write product requirement documents, implement and track development timelines, negotiate feature sets with the development leads and product. Perform a variety of complicated development tasks. 5-10 years of experience on a technical development team in a variety of software technologies and applications that meet the specific statement of work for the services to be provided. Experience in a variety of the software engineering concepts, practices and procedures. Expert level software development knowledge. May lead and direct the work of others.	Bachelor's degree Specialized experience in the technologies that meet the specific statement of work for the services to be provided.
<i>Client Server, Web & N-Tier Application Developer – (Expert)</i>	Analyze, design, develop, write, and modify software applications. Participate in the testing process through test review and analysis, test witnessing and certification of software. Write product requirement documents, implement and track development timelines, negotiate feature sets with the development leads and product. Perform a variety of complicated development tasks. 10+ years of experience on a technical development team in a variety of software technologies and applications that meet the specific statement of work for the services to be provided. Expert level software development knowledge (recognized as top professionals in their chosen field) and extremely competent in programming complicated, specific, and unique applications; and will typically hold advanced education degrees or certifications. Manage a team of software developers to architect, design and develop software products/applications.	Bachelor's or Master's Degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline.
<i>Database Administrator - (Journey)</i>	Perform a variety of database implementation, maintenance and administration of relational and/or distributed databases. Provide technical input in implementation and deployment of databases and their architecture. Coordinates physical changes to computer data bases; and codes, tests, and implements physical data base, applying knowledge of data base management system: Define file organization, indexing methods, and security procedures for specific user applications. 2-5 years of experience in a variety of database technologies and administration that meets the specific statement of work for the services to be provided. Experience in a variety of the software engineering and database concepts, practices and procedures. Relies on experience and judgment to plan	Bachelor's degree Specialized experience in the technologies that meet the specific statement of work for the services to be provided

	and accomplish goals, performs a variety of complicated tasks.	
Database Administrator – (Senior)	Perform a variety of database implementation, maintenance and administration of relational and/or distributed databases. Provide technical input in implementation and deployment of databases and their architecture. Coordinates physical changes to computer data bases; and codes, tests, and implements physical data base, applying knowledge of data base management system: Define file organization, indexing methods, and security procedures for specific user applications. 5 - 10 years of experience in a variety of database technologies and administration that meets the specific statement of work for the services to be provided. Rely on experience and judgment to plan and accomplish goals, performs a variety of complicated tasks. May lead and direct the work of others. Typically holds DBA certifications.	Bachelor's degree Specialized experience in the technologies that meet the specific statement of work for the services to be provided
Database Administrator – (Expert)	Perform a variety of database implementation, maintenance and administration of relational and/or distributed databases. Provide technical input in implementation and deployment of databases and their architecture. Coordinates physical changes to computer data bases; and codes, tests, and implements physical data base, applying knowledge of data base management system: Define file organization, indexing methods, and security procedures for specific user applications. 10+ years of experience in a variety of database technologies and administration that meets the specific statement of work for the services to be provided. Expert level database administration knowledge (recognized as top professionals in the field) and extremely competent in database management and administration and will typically hold advanced education degrees and DBA certifications.	Bachelor's or Master's degree and specialized experience in the technologies that meet the specific statement of work for the services to be provided
Data Architect – (Journey)	Designs and builds relational databases for data storage or processing. Develops strategies for warehouse implementation, data acquisition, and archive recovery. Cleans and maintains the database by removing and deleting old data. May evaluate new data sources for adherence to the organization's quality standards and ease of integration. May require a bachelor's degree in a related area and at least 2 - 5 years or equivalent experience in the field or in a related area. Has knowledge of commonly-used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Primary job functions do not typically require exercising independent judgment.	Bachelor's Degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline
Data Architect – (Senior)	Designs and builds relational databases for data storage or processing. Develops strategies for warehouse implementation, data acquisition, and archive recovery.	Bachelor's Degree in Computer Science, Information Systems,

	Cleans and maintains the database by removing and deleting old data. May evaluate new data sources for adherence to the organization's quality standards and ease of integration. May require a bachelor's degree in a related area and at least 5 – 10 years or equivalent experience in the field or in a related area. Relies on experience and judgment to plan and accomplish goals. Performs a variety of tasks. A certain degree of creativity and latitude is required.	Engineering, Business, or other related scientific or technical discipline
<i>Data Architect – (Expert)</i>	Designs and builds relational databases for data storage or processing. Develops strategies for warehouse implementation, data acquisition, and archive recovery. Cleans and maintains the database by removing and deleting old data. May evaluate new data sources for adherence to the organization's quality standards and ease of integration. May require a bachelor's degree in a related area and at least 10+ years or equivalent experience in the field or in a related area. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. May lead and direct the work of Contractor staff. A wide degree of creativity and latitude is expected.	Bachelor's or Master's Degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline.
<i>Database Developer / Data Analyst/ Data Warehouse Specialist – (Journey)</i>	Perform the design, development, implementation, and maintenance of large relational and/or distributed databases. Develop database requirements from operational documentation and user inputs. Provide technical guidance in the selection, implementation and deployment of databases and their architecture. Provide highly technical expertise in the use of relational databases. Evaluates and recommends available database technologies and products to support validated user requirements. Define file organization, indexing methods, and security procedures for specific user applications. 2 – 5 years of experience in a variety of database technologies and applications that meets the specific statement of work for the services to be provided. Experience in a variety of the software engineering and database concepts, practices and procedures.	Bachelor's degree Specialized experience in the technologies that meet the specific statement of work for the services to be provided
<i>Database Developer / Data Analyst/ Data Warehouse Specialist – (Senior)</i>	Perform the design, development, implementation, and maintenance of large relational and/or distributed databases. Develop database requirements from operational documentation and user inputs. Provide technical guidance in the selection, implementation and deployment of databases and their architecture. Provide highly technical expertise in the use of relational databases. Evaluates and recommends available database technologies and products to support validated user requirements. Define file organization, indexing methods, and security procedures for specific user applications. 5 – 10 years of experience in a variety of database technologies and	Bachelor's degree Specialized experience in the technologies that meet the specific statement of work for the services to be provided

	applications that meets the specific statement of work for the services to be provided. Experience in a variety of the software engineering and database concepts, practices and procedures.	
Database Developer / Data Analyst/ Data Warehouse Specialist – (Expert)	Perform the design, development, implementation, and maintenance of large relational and/or distributed databases. Develop database requirements from operational documentation and user inputs. Provide technical guidance in the selection, implementation and deployment of databases and their architecture. Provide highly technical expertise in the use of relational databases. Evaluates and recommends available database technologies and products to support validated user requirements. Define file organization, indexing methods, and security procedures for specific user applications. 10+ years of experience in a variety of database technologies and applications that meet the specific statement of work for the services to be provided. Expert level database architect knowledge (recognized as top professional in the field) and extremely competent in programming complicated, specific, and unique database applications; and will typically hold advanced education degrees or certifications.	Bachelor's or Master's degree and specialized experience in the technologies that meet the specific statement of work for the services to be provided
Desktop Applications Developer/Trainer – (Journey)	Designs, modifies, develops, writes and implements desktop applications. Supports and/or installs applications/operating systems. Participate in the testing process through test review and analysis, test witnessing and certification of software. Provide user training in the desktop applications. 2 - 5 years of experience in the field that meets the specific statement of work for the services to be provided. Rely on experience and judgment to plan and accomplish goals, performs a variety of tasks.	Bachelor's Degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline
Desktop Applications Developer/Trainer – (Senior)	Designs, modifies, develops, writes and implements desktop applications. Supports and/or installs applications/operating systems. Participate in the testing process through test review and analysis, test witnessing and certification of software. Provide user training in the desktop applications. 5 - 10 years of experience in the field that meets the specific statement of work for the services to be provided. Rely on experience and judgment to plan and accomplish goals, performs a variety of complex tasks, may lead and direct the work of others. A wide degree of creativity and latitude is expected.	Bachelor's Degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline
Desktop Applications Developer/Trainer – (Expert)	Designs, modifies, develops, writes and implements desktop applications. Supports and/or installs applications/operating systems. Participate in the testing process through test review and analysis, test witnessing and certification of software. Provide user training in the desktop applications. 10+ years of	Bachelor's or Master's Degree in Computer Science, Information Systems, Engineering, Business, or other related

	experience in the field that meets the specific statement of work for the services to be provided. Recognized as top professionals in their chosen field and are subject-matter experts. Typically hold advanced education degrees or certifications, such as, but not limited to, a Microsoft Certified Systems Engineer (MCSE).	scientific or technical discipline.
ERP Applications Developer – (Journey)	Reviews, analyzes, and modifies the programming systems including encoding, testing, and debugging to support an organization's Enterprise Resource Planning (ERP) applications. Ensures that software can be completely integrated into the ERP system. Designs new modules to improve system efficiency. Requires a bachelor's degree in area of specialty and at least 2 - 5 years or equivalent experience in the field or in a related area. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of tasks. May lead and direct the work of Contractor staff. A wide degree of creativity and latitude is expected.	Bachelor's Degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline
ERP Applications Developer – (Senior)	Reviews, analyzes, and modifies the programming systems including encoding, testing, and debugging to support an organization's Enterprise Resource Planning (ERP) applications. Ensures that software can be completely integrated into the ERP system. Designs new modules to improve system efficiency. Requires a bachelor's degree in area of specialty and at least 6 years or equivalent experience in the field or in a related area. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. A wide degree of creativity and latitude is expected. Requires a bachelor's degree in area of specialty and at least 5 - 10 years or equivalent experience in the field or in a related area.	Bachelor's Degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline
ERP Applications Developer - (Expert)	Reviews, analyzes, and modifies the programming systems including encoding, testing, and debugging to support an organization's Enterprise Resource Planning (ERP) applications. Ensures that software can be completely integrated into the ERP system. Designs new modules to improve system efficiency. Requires a bachelor's degree in area of specialty and at least 10+ years of experience in the field or in a related area. Demonstrates expertise in a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. May provide consultation on complex projects and is considered to be the top level contributor or specialist. A wide degree of creativity and latitude is expected.	Bachelor's or Master's Degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline.

ERP Functional Analyst - (Journey)	Assists with the development and maintenance of the Enterprise Resource Planning (ERP) program. Customizes and configures workflow to allow the integration of client/server applications. Tests ERP layout to ensure the system is meeting corporate needs. May require a bachelor's degree in area of specialty and at least 2 - 5 years or equivalent experience in the field or in a related area. Has knowledge of commonly-used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job.	Bachelor's Degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline
ERP Functional Analyst - (Senior)	Assists with the development and maintenance of the Enterprise Resource Planning (ERP) program. Customizes and configures workflow to allow the integration of client/server applications. Tests ERP layout to ensure the system is meeting corporate needs. May require a bachelor's degree in area of specialty and at least 5 – 10 years or equivalent experience in the field or in a related area. Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. Performs a variety of tasks. A certain degree of creativity and latitude is required.	Bachelor's Degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline
ERP Functional Analyst - (Expert)	Assists with the development and maintenance of the Enterprise Resource Planning (ERP) program. Customizes and configures workflow to allow the integration of client/server applications. Tests ERP layout to ensure the system is meeting corporate needs. May require a bachelor's degree in area of specialty and at least 10+ years or equivalent experience in the field or in a related area. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. May lead and direct the work of Contractor staff. A wide degree of creativity and latitude is expected.	Bachelor's or Master's Degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline.
External IV&V Analyst - (Journey)	Responsible for Independent Validation and Verification (test and evaluation) of systems and applications. Understanding of software testing processes and procedures best practices and associated documentation (development, integration, test readiness and acceptance cycles). Develop test plans, test cases and test reports. Ensure that the defined methodologies and processes are adhered to quality standards. Understand and apply monitoring and measurement methods and techniques specific to application testing and deployment. 2 - 5 years of experience in the analysis of business processes, activities, and events that meet the specific statement	Bachelor's Degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline

	of work for the services to be provided. Expert level of knowledge in test evaluation field (recognized as top professional in the field) and are subject-matter experts. Typically holds advanced degree and certifications.	
External IV&V Analyst - (Senior)	Responsible for Independent Validation and Verification (test and evaluation) of systems and applications. Understanding of software testing processes and procedures best practices and associated documentation (development, integration, test readiness and acceptance cycles). Develop test plans, test cases and test reports. Ensure that the defined methodologies and processes are adhered to quality standards. Understand and apply monitoring and measurement methods and techniques specific to application testing and deployment. 5 - 10 years of experience in the analysis of business processes, activities, and events that meet the specific statement of work for the services to be provided. Expert level of knowledge in test evaluation field (recognized as top professional in the field) and are subject-matter experts. Typically holds advanced degree and certifications.	Bachelor's Degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline
External IV&V Analyst - (Expert)	Responsible for Independent Validation and Verification (test and evaluation) of systems and applications. Understanding of software testing processes and procedures best practices and associated documentation (development, integration, test readiness and acceptance cycles). Develop test plans, test cases and test reports. Ensure that the defined methodologies and processes are adhered to quality standards. Understand and apply monitoring and measurement methods and techniques specific to application testing and deployment. 10+ years of experience in the analysis of business processes, activities, and events that meet the specific statement of work for the services to be provided. Expert level of knowledge in test evaluation field (recognized as top professional in the field) and are subject-matter experts. Typically holds advanced degree and certifications.	Bachelor's or Master's Degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline.
General Mainframe Developer – (Journey)	Analyze, design, develop, write, and modify mainframe applications. Participate in the testing process through test review and analysis, test witnessing and certification of software. Write product requirement documents, implement and track development timelines, negotiate feature sets and enhancements with users. Perform a variety of complicated development tasks. 2 - 5 years of experience in the mainframe technologies and applications that meets the specific statement of work for the services to be provided. Experience in a variety of the software	Bachelor's degree Specialized experience in the technologies that meet the specific statement of work for the services to be provided.

	engineering concepts, practices and procedures. Rely on experience and judgment to plan and accomplish goals, performs a variety of complicated tasks.	
General Mainframe Developer - (Senior)	Analyze, design, develop, write, and modify mainframe applications. Participate in the testing process through test review and analysis, test witnessing and certification of software. Write product requirement documents, implement and track development timelines, negotiate feature sets and enhancements with users. Perform a variety of complicated development tasks. 5-10 years of experience on a technical development team in the mainframe technologies and applications that meet the specific statement of work for the services to be provided. Experience in a variety of the software engineering concepts, practices and procedures. Expert level mainframe application development knowledge. May lead and direct the work of others.	Bachelor's degree Specialized experience in the technologies that meet the specific statement of work for the services to be provided.
General Mainframe Developer - (Expert)	Analyze, design, develop, write, and modify mainframe applications. Participate in the testing process through test review and analysis, test witnessing and certification of software. Write product requirement documents, implement and track development timelines, negotiate feature sets and enhancements with users. Perform a variety of complicated development tasks. 10+ years of experience on a technical development team in the mainframe technologies and applications that meet the specific statement of work for the services to be provided. Experience in a variety of the software engineering concepts, practices and procedures. Expert level mainframe application development knowledge. May lead and direct the work of others.	Bachelor's or Master's degree and specialized experience in the technologies that meet the specific statement of work for the services to be provided.
Geographic Information Systems Applications Developer – (Journey)	Utilizes Geographic Information System techniques to provide a better understanding of certain variables in a given geographic location. Extracts data from GIS software and uses varying analysis methods to arrive at results. Recommends appropriate reactionary strategies in response to GIS analysis. Provides maps and data sets to clients to supplement analysis. Knowledgeable of GIS software and technology. Works in conjunction with CADD drafters and technicians. Requires a bachelor's degree in area of specialty and at least 2 - 5 years or equivalent experience in the field or in a related area. Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. Performs a variety of tasks. A certain degree of creativity and latitude is required.	Bachelor's Degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline
Geographic Information Systems Applications Developer – (Senior)	Utilizes Geographic Information System techniques to provide a better understanding of certain variables in a given geographic location. Extracts data from GIS	Bachelor's Degree in Computer Science, Information Systems,

	software and uses varying analysis methods to arrive at results. Recommends appropriate reactionary strategies in response to GIS analysis. Provides maps and data sets to clients to supplement analysis. Knowledgeable of GIS software and technology. Works in conjunction with CADD drafters and technicians. Requires a bachelor's degree in area of specialty, or at least 5 - 10 years of experience in the field or in a related area, and may require additional certification. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. May lead and direct the work of Contractor staff. A wide degree of creativity and latitude is expected.	Engineering, Business, or other related scientific or technical discipline
<i>Geographic Information Systems Applications Developer - (Expert)</i>	Utilizes Geographic Information System techniques to provide a better understanding of certain variables in a given geographic location. Extracts data from GIS software and uses varying analysis methods to arrive at results. Recommends appropriate reactionary strategies in response to GIS analysis. Provides maps and data sets to clients to supplement analysis. Knowledgeable of GIS software and technology. Works in conjunction with CADD drafters and technicians. Requires a bachelor's degree in area of specialty, additional certification, and 10 years or more of experience in the field or in a related area, and may require additional certification. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. May lead and direct the work of Contractor staff. A wide degree of creativity and latitude is expected. 10+ years of experience.	Bachelor's or Master's Degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline.
<i>Graphical User Interface (GUI) – (Journey)</i>	Reviews, analyzes, and modifies programming systems including encoding, testing, debugging and installing to support a graphical user interface for products and programs. Gathers requirements, creates specifications and develops code. Designs and writes codes to support existing applications. May require a bachelor's degree in a related area and at least 2- 5 years or equivalent experience in the field or in a related area. Has knowledge of commonly-used concepts, practices, and procedures within a particular field (i.e., C, C++ language programming, XMotif programming interfaces and GUI API packages). Relies on instructions and pre-established guidelines to perform the functions of the job. Primary job functions do not typically require exercising independent judgment.	Bachelor's Degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline
<i>Graphical User Interface (GUI) – (Senior)</i>	Reviews, analyzes, and modifies programming systems including encoding, testing, debugging and installing to support a graphical user interface for products and programs. Gathers requirements and creates specifications and develops code. Designs and writes	Bachelor's Degree in Computer Science, Information Systems, Engineering, Business, or

	codes to support existing application. May require a bachelor's degree in a related area and at least 5 - 10 years or equivalent experience in the field or in a related area. Has knowledge of standard concepts, practices, and procedures within a particular field (i.e., C, C++ language programming, XMotif programming interfaces and GUI API packages). Relies on limited experience and judgment to plan and accomplish goals. Performs a variety of tasks. A certain degree of creativity and latitude is required.	other related scientific or technical discipline
Graphical User Interface (GUI) – (Expert)	Reviews, analyzes, and modifies programming systems including encoding, testing, debugging and installing to support a graphical user interface for products and programs. Gathers requirements and creates specifications and develops code. Designs and writes codes to support existing application. May require a bachelor's degree in a related area and at least 10+ years of experience in the field or in a related area. Has knowledge of a variety of concepts, practices, and procedures within a particular field (i.e., C, C++ language programming, XMotif programming interfaces and GUI API packages). Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. May lead and direct the work of Contractor staff. A wide degree of creativity and latitude is expected.	Bachelor's or Master's Degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline.
Help Desk Specialist - (Journey)	Under direct supervision, responds to user complaints to resolve problems associated with the organization's telecommunications networks (voice and/or data). Diagnoses problem source through discussions with users; coordinates with internal telecommunications support and operations and with vendors to resolve problems; follows up with users to ensure problem resolution, and develops supporting documentation of all activities. Must have an understanding of basic technical aspects of telecommunications equipment and transmission. Typically reports to Help Desk Supervisor. 2 to 5 years of experience in help desk operations, trouble shooting, telecommunications operations and/or system monitoring experience.	Associate's Degree, or a related Technical Certificate from a Technical School or recognized Vocational Program. In lieu of education an additional two years of experience is required
Help Desk Specialist - (Senior)	Under general direction, responds to user complaints to research complex problems associated with the organization's telecommunications networks (voice and/or data). Diagnoses problem source through discussions with users; coordinates with internal company support and operations groups and/or with vendors to resolve problems. Follows up with users to ensure problem has been resolved; develops supporting documentation of all activities. May provide guidance/training for less experienced Help Desk personnel. Typically reports to Help Desk Supervisor. 5 - 10 years of experience with specialized experience in	Bachelor's Degree with technical training in commercial hardware/software, products or equivalent experience.

	systems analysis prior Help Desk experience in a telecommunications environment.	
Help Desk Specialist - (Expert)	Responds to user complaints to resolve problems associated with the organization's telecommunications networks (voice and/or data). Diagnoses problem source through discussions with users; coordinates with internal telecommunications support and operations and with vendors to resolve problems; follows up with users to ensure problem resolution, and develops supporting documentation of all activities. 10+ years of experience in help desk operations, trouble shooting, telecommunications operations and/or system monitoring experience.	Bachelor's or master's degree with technical training in commercial hardware/software, products or equivalent experience.
Helpdesk Manager – (Journey)	Provides phone and in-person technical and operational support to information systems and network users in the areas of electronic mail, directories, pass words, account security, standard desktop applications, network hook-ups, problem logging, and corrective maintenance support. Serves as the initial point of contact for troubleshooting hardware, software, workstation, network, and peripheral problems. Maintains status reports and records of maintenance. 2 – 5 years of experience providing network and information systems help desk support, similar to that described under functional responsibility, and having knowledge and understanding of applicable technical concepts and practices.	Associate's Degree, or a related Technical Certificate from a Technical School or recognized Vocational Program. In lieu of education an additional two years of experience is required
Helpdesk Manager - (Senior)	Provides phone and in-person technical and operational support to information systems and network users in the areas of electronic mail, directories, passwords, account security, standard desktop applications, network hook-ups, problem logging, and corrective maintenance support. Serves as the initial point of contact for troubleshooting hardware, software, workstation, network, and peripheral problems. Develops/updates maintenance status reports and records. 5 - 10 years of experience providing network and information systems help desk support, similar to that described under functional responsibility, and having knowledge and understanding of applicable technical concepts and practices.	Associate's or Bachelor's degree, or a related Technical Certificate from a Technical School or recognized Vocational Program. In lieu of education an additional two years of experience is required
Helpdesk Manager (Expert)	Provides daily supervision and direction to staff who are responsible for phone and in-person support to users in the areas of e-mail, directories, standard Windows desktop applications, and applications developed, deployed or supported under this schedule. These personnel serve as the first point of contact for troubleshooting hardware/software PC, and printer problems. This position requires a minimum of 10+ years of experience, of which at least five years must be specialized. Specialized experience includes: management of help desks in a multi-server	A Bachelor's or Master's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline.

	environment, comprehensive knowledge of PC operating systems, e.g., DOS, Windows, as well as networking and mail standards and supervision of help desk employees. General experience includes information systems development, network and other work in the client/server field, or related fields. Demonstrated ability to communicate orally and in writing and a positive customer service attitude.	
Network Systems Administrator – (Journey)	Install new software releases, system upgrades, evaluate and install patches and resolves software related problems. Perform system backups and recovery. Maintain data files and monitors system configuration to ensure data integrity. Knowledge of commonly used concepts, practices and procedures within a particular field. May troubleshoot network systems and recommend improvements to network. Provide documentation/project tracking and management reporting. Provide tactical and strategic input on overall network planning and related projects. 2-5 years of experience in the field or in a related area that meets the specific statement of work. Experience with standard concepts, practices and procedures within the networking field. Relies on experience and judgment to plan and accomplish tasks.	Associate's Degree, or a related Technical Certificate from a Technical School or recognized Vocational Program. In lieu of education an additional two years of experience is required
Network Systems Administrator – (Senior)	Install new software releases, system upgrades, evaluate and install patches and resolves software related problems. Perform system backups and recovery. Maintain data files and monitors system configuration to ensure data integrity. Knowledge of commonly used concepts, practices and procedures within a particular field. May troubleshoot network systems and recommend improvements to network. Provide documentation/project tracking and management reporting. Provide tactical and strategic input on overall network planning and related projects. 5-10 years of experience in the field or in a related area that meets the specific statement of work. Experience with standard concepts, practices and procedures within the networking field. Relies on experience and judgment to plan and accomplish tasks.	Associate's or Bachelor's degree, or a related Technical Certificate from a Technical School or recognized Vocational Program. In lieu of education an additional two years of experience is required
Network Systems Administrator – (Expert)	Install new software releases, system upgrades, evaluate and install patches and resolves software related problems. Perform system backups and recovery. Maintain data files and monitors system configuration to ensure data integrity. Knowledge of commonly used concepts, practices and procedures within a particular field. May troubleshoot network systems and recommend improvements to network. Provide documentation/project tracking and management reporting. Provide tactical and strategic input on overall network planning and related projects. 10+ year of experience in the field or in a related area	A Bachelor's or Master's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline.

	that meets the specific statement of work. Expert level network and systems administration experience and is subject matter expert. Typically hold advanced degree or certifications such as Microsoft Certified Systems Administrator, Sun Certified Network Administrator or CISCO Certified Network Professional.	
Network Engineer - (Journey)	Assists in the development and maintenance of network communications. Uses knowledge of LAN/WAN systems to help design and install internal and external networks. Tests and evaluates network systems to eliminate problems and make improvements. Requires a bachelor's degree in area of specialty and at least 2 - 5 years or equivalent experience in the field or in a related area. Has knowledge of commonly-used concepts, practices, and procedures within a particular field. Relies on experience, and judgment to perform the functions of the job.	Associate's Degree, or a related Technical Certificate from a Technical School or recognized Vocational Program. In lieu of education an additional two years of experience is required
Network Engineer - (Senior)	Assists in the development and maintenance of network communications. Uses knowledge of LAN/WAN systems to help design and install internal and external networks. Tests and evaluates network systems to eliminate problems and make improvements. Requires a bachelor's degree in area of specialty and at least 5 - 10 years or equivalent experience in the field or in a related area. Familiar with standard concepts, practices, and procedures within a particular field. Relies on experience and judgment to plan and accomplish goals. Performs a variety of tasks. A certain degree of creativity and latitude is required.	Associate's or Bachelor's degree, or a related Technical Certificate from a Technical School or recognized Vocational Program. In lieu of education an additional two years of experience is required
Network Engineer - (Expert)	Assists in the development and maintenance of network communications. Uses knowledge of LAN/WAN systems to help design and install internal and external networks. Tests and evaluates network systems to eliminate problems and make improvements. Requires a bachelor's degree and at least 10+ years of experience in the field or in a related area. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of tasks. May lead and direct the work of Contractor staff. A wide degree of creativity and latitude is expected.	A Bachelor's or Master's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline.
Network Planning Analyst – (Journey)	Reviews, plans, and evaluates network systems. Provides documentation, project tracking and management reporting. Provides tactical and strategic input on overall network planning and related projects. May require a bachelor's degree in a related area and at least 2 - 5 years or equivalent experience in the field or in a related area. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. May lead and	Bachelor's Degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline.

	direct the work of Contractor staff. A wide degree of creativity and latitude is expected.	
Network Planning Analyst – (Senior)	Reviews, plans, and evaluates network systems. Provides documentation, project tracking and management reporting. Provides tactical and strategic input on overall network planning and related projects. Requires a bachelor's degree in area of specialty and at least 5 - 10 years or equivalent experience in the field or in a related area. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. May lead and directs the work of Contractor staff. A wide degree of creativity and latitude is expected.	Bachelor's Degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline.
Network Planning Analyst – (Expert)	Reviews, plans, and evaluates network systems. Provides documentation, project tracking and management reporting. Provides tactical and strategic input on overall network planning and related projects. Requires a bachelor's degree in area of specialty and at least at least 10+ years or equivalent experience in the field or in a related area. Demonstrates expertise in a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. May provide consultation on complex projects and is considered to be the top level contributor or specialist. A wide degree of creativity and latitude is expected.	Bachelor's or master's Degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline.
Program Manager - (Journey)	Responsible for the effective management of funds and personnel, and is accountable for the quality and timely delivery of contractual items. Operates within client guidance, contractual limitations, and Company business and policy directives. Serves as focal point of contact with client on program activities. Ensures that all required resources including manpower, production standards, computer time, and facilities are available for program implementation. Manages program consisting of multiple projects including project identification, design, development and delivery. Confers with project manager to provide technical advice and to assist with problem resolution. Participates in contract negotiations. 2 - 5 years of experience is required, of which six years must be specialized. Specialized experience required includes: complete engineering project development from inception to deployment, demonstrated ability to provide guidance and direction in multiple tasks across several functional areas and including the use of different technologies. Proven expertise in the management and control of funds and resources, demonstrated capability in managing complex multi-task contracts. General experience required includes:	Bachelor's Degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline.

	increasing responsibilities in information systems design and management.	
Program Manager - (Senior)	Responsible for the effective management of funds and personnel, and is accountable for the quality and timely delivery of contractual items. Operates within client guidance, contractual limitations, and Company business and policy directives. Serves as focal point of contact with client on program activities. Ensures that all required resources including manpower, production standards, computer time, and facilities are available for program implementation. Manages program consisting of multiple projects including project identification, design, development and delivery. Confers with project manager to provide technical advice and to assist with problem resolution. Participates in contract negotiations. 5 – 10 years of experience is required, of which 6 years must be specialized. Specialized experience required includes: complete engineering project development from inception to deployment, demonstrated ability to provide guidance and direction in multiple tasks across several functional areas and including the use of different technologies. Proven expertise in the management and control of funds and resources, demonstrated capability in managing complex multi-task contracts. General experience required includes: increasing responsibilities in information systems design and management.	Bachelor's Degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline.
Program Manager - (Expert)	Responsible for the effective management of funds and personnel, and is accountable for the quality and timely delivery of contractual items. Operates within client guidance, contractual limitations, and Company business and policy directives. Serves as focal point of contact with client on program activities. Ensures that all required resources including manpower, production standards, computer time, and facilities are available for program implementation. Manages program consisting of multiple projects including project identification, design, development and delivery. Confers with project manager to provide technical advice and to assist with problem resolution. Participates in contract negotiations. Minimum of 10+ years of experience is required, of which ten years must be specialized. Specialized experience required includes: complete engineering project development from inception to deployment, demonstrated ability to provide guidance and direction in multiple tasks across several functional areas and including the use of different technologies. Proven expertise in the management and control of funds and resources, demonstrated capability in managing complex multi-task contracts. General experience required includes:	Bachelor's or Master's Degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline.

	increasing responsibilities in information systems design and management.	
Programmer – (Journey)	Creates and/or maintains operating systems, communications software, database packages, compilers, assemblers, and utility programs. Modifies existing operating system software as well as creates special-purpose software/operating system routines to ensure efficiency and integrity between operating systems and software applications. 2 - 5 years of experience providing computer operating system development, tailoring, and maintenance support, similar to that described under functional responsibility, and having knowledge and understanding of applicable technical concepts and practices.	Bachelor's Degree in a related engineering, computer science, physical science, or technical field.
Programmer – (Senior)	Creates and/or maintains operating systems, communications software, database packages, compilers, assemblers, and utility programs. Modifies existing operating system software as well as creates special-purpose software/operating system routines to ensure efficiency and integrity between operating systems and software applications. 5 - 10 years of experience providing computer operating system development, tailoring, and maintenance support, similar to that described under functional responsibility, and having knowledge and understanding of applicable technical concepts and practices.	Bachelor's Degree in a related engineering, computer science, physical science, or technical field.
Programmer – (Expert)	Creates and/or maintains operating systems, communications software, database packages, compilers, assemblers, and utility programs. Modifies existing operating system software as well as creates special-purpose software/operating system routines to ensure efficiency and integrity between operating systems and software applications. 10 + years of experience providing computer operating system development, tailoring, and maintenance support, similar to that described under functional responsibility, and having knowledge and understanding of applicable technical concepts and practices.	Bachelor's or master's Degree in a related engineering, computer science, physical science, or technical field
Project Coordinator - (Journey)	Coordinates all IT projects and ensures company resources are utilized appropriately. Compiles project status reports, coordinates project schedules, manages project meetings, and identifies and resolves technical problems. Identifies and analyzes systems requirements and defines project scope, requirements, and deliverables. Coordinates project activities and ensures all project phases are documented appropriately. Requires a bachelor's degree and at least 2 – 5 years of experience in the field or in a related area. Familiar with standard concepts, practices, and procedures within a particular field. Relies on experience and judgment to plan and accomplish goals. Performs a variety of tasks. A degree of creativity and latitude is required.	Associate's Degree, or a related Technical Certificate from a Technical School or recognized Vocational Program. In lieu of education an additional two years of experience is required

Project Coordinator - (Senior)	Coordinates all IT projects and ensures company resources are utilized appropriately. Compiles project status reports, coordinates project schedules, manages project meetings, and identifies and resolves technical problems. Identifies and analyzes systems requirements and defines project scope, requirements, and deliverables. Coordinates project activities and ensures all project phases are documented appropriately. Requires a bachelor's degree and at least 5 - 10 years of experience in the field or in a related area. Familiar with standard concepts, practices, and procedures within a particular field. Relies on experience and judgment to plan and accomplish goals. Performs a variety of tasks. A degree of creativity and latitude is required.	Bachelor's Degree in Computer Science, Information Systems, Engineering, Business, or other related discipline
Project Coordinator - (Expert)	Coordinates all IT projects and ensures company resources are utilized appropriately. Compiles project status reports, coordinates project schedules, manages project meetings, and identifies and resolves technical problems. Identifies and analyzes systems requirements and defines project scope, requirements, and deliverables. Coordinates project activities and ensures all project phases are documented appropriately. Requires a bachelor's degree and at least 10+ years of experience in the field or in a related area. Familiar with standard concepts, practices, and procedures within a particular field. Relies on experience and judgment to plan and accomplish goals. Performs a variety of tasks. A degree of creativity and latitude is required.	Bachelor's or master's Degree in Computer Science, Information Systems, Engineering, Business, or other related discipline
IT Project Manager - (Journey)	Manages more than one functional area in information systems design, development, and analysis encompassing one or more of the following areas of technical expertise: programming, computer application analysis, software development, systems integration, and related disciplines. 2 - 5 years of experience in IT project management role managing projects that meet the specific statement of work for the services to be provided.	Bachelor's Degree in Computer Science, Information Systems, Engineering, Business, or other related discipline; or equivalent experience as documented by other civilian and/or military experience.
IT Project Manager - (Senior)	Manages more than one functional area in information systems design, development, and analysis encompassing one or more of the following areas of technical expertise: programming, computer application analysis, software development, systems integration, and related disciplines. 5 - 10 years of experience in IT project management role managing projects that meet the specific statement of work for the services to be provided.	Bachelor's Degree in Computer Science, Information Systems, Engineering, Business, or other related discipline; or equivalent experience as documented by other civilian and/or military experience.
IT Project Manager - (Expert)	Manages more than one functional area in information systems design, development, and analysis encompassing one or more of the following areas of technical expertise: programming, computer application analysis, software development, systems integration, and related disciplines. Responsible for coordinating	Bachelor's or Master's Degree in Computer Science, Information Systems, Engineering, Business, or other related discipline; or equivalent

	subordinate employee recruitment, selection and training, performance assessment, work assignments, salary, and recognition/disciplinary actions. 10+ years of experience in IT project management role managing projects that meet the specific statement of work for the services to be provided. These consultants are recognized as top professionals in the field and are subject-matter experts. Typically hold advanced degrees and PMP certifications.	experience as documented by other civilian and/or military experience.
IT Security Analyst - (Journey)	Provide Information Systems Security and Information Assurance support. Develop and maintain knowledge and experience concerning accreditation standards and requirements, collaborate with system development personnel, provide guidance, ensure incorporation of information assurance within the system architecture at all stages of program development, provide technical review and analysis support during the accreditation process, provide technical Information Security support, document each system accreditation, coordinate all reviews with appropriate stakeholders, and maintain current accreditation status of each IT asset. 2 - 5 years of Information Systems Security and Information Assurance experience that meet the specific statement of work for the services to be provided. Relies on experience and judgment to plan and accomplish goals.	Bachelor's Degree in Computer Science, Information Systems, Engineering, Business, or other related discipline Certifications and accreditations a plus
IT Security Analyst - (Senior)	Provide Information Systems Security and Information Assurance support. Develop and maintain knowledge and experience concerning accreditation standards and requirements, collaborate with system development personnel, provide guidance, ensure incorporation of information assurance within the system architecture at all stages of program development, provide technical review and analysis support during the accreditation process, provide technical Information Security support, document each system accreditation, coordinate all reviews with appropriate stakeholders, and maintain current accreditation status of each IT asset. 5 – 10 years of Information Systems Security and Information Assurance experience that meet the specific statement of work for the services to be provided. Relies on experience and judgment to plan and accomplish goals.	Bachelor's Degree in Computer Science, Information Systems, Engineering, Business, or other related discipline Certifications and accreditations a plus
IT Security Analyst - (Expert)	Provide Information Systems Security and Information Assurance support. Develop and maintain knowledge and experience concerning accreditation standards and requirements, collaborate with system development personnel, provide guidance, ensure incorporation of information assurance within the system architecture at all stages of program development, provide technical review and analysis support during the accreditation process, provide technical Information Security support, document each system accreditation, coordinate all reviews with appropriate stakeholders, and maintain	Bachelor's or Master's Degree in Computer Science, Information Systems, Engineering, Business, or other related discipline Certifications and accreditations a plus

	current accreditation status of each IT asset. 10+ years of Information Systems Security and Information Assurance experience that meet the specific statement of work for the services to be provided. These consultants are recognized as top professionals in the field and are subject-matter experts. Typically hold advanced degrees and security certifications.	
Software Quality Assurance Analyst – (Journey)	Responsible for software quality assurance testing, test plans and test reports. Write, revise, and verify quality standards and test procedures for program design and product evaluation to attain quality of software economically and efficiently. Generate test cases, run automated testing tools, compile test reports and involve in design and code reviews. Ensure that the defined methodologies and processes are adhered to quality standards and compile test reports. 2 - 5 years of experience in the field or in a related area using SEI/CMM testing approach. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated testing tasks. A certain degree of creativity and latitude is required.	Bachelor's Degree in Computer Science, Information Systems, Engineering, Business, or other related discipline
Software Quality Assurance Analyst – (Senior)	Responsible for software quality assurance testing, test plans and test reports. Write, revise, and verify quality standards and test procedures for program design and product evaluation to attain quality of software economically and efficiently. Generate test cases, run automated testing tools, compile test reports and involve in design and code reviews. Ensure that the defined methodologies and processes are adhered to quality standards and compile test reports. 5 - 10 years of experience in the field or in a related area using SEI/CMM testing approach. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated testing tasks. A certain degree of creativity and latitude is required.	Bachelor's Degree in Computer Science, Information Systems, Engineering, Business, or other related discipline
Software Quality Assurance Analyst – (Expert)	Responsible for software quality assurance testing, test plans and test reports. Write, revise, and verify quality standards and test procedures for program design and product evaluation to attain quality of software economically and efficiently. Generate test cases, run automated testing tools, compile test reports and involve in design and code reviews. Ensure that the defined methodologies and processes are adhered to quality standards and compile test reports. 10+ years of experience in the field or in a related area using SEI/CMM testing approach. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated testing tasks. A certain degree of creativity and latitude is required.	Bachelor's or Master's Degree in Computer Science, Information Systems, Engineering, Business, or other related discipline
Software/Database Engineer - (Journey)	Designs, develops, builds, analyzes, evaluates and installs database management systems to include database modeling and design, relational database	Bachelor's Degree in Computer Science, Information Systems,

	architecture, metadata and repository creation and configuration management. Uses data mapping, data mining and data transformational analysis tools to design and develop databases. Determines data storage and optimum storage requirements. Prepares system requirements, source analysis and process analyses and design throughout the database implementation. 2 - 5 years of experience with complex systems and systems development. Experience with varied systems configurations in both main frame and/or client server environments, and with multiple database languages.	Engineering, Business, or other related discipline.
<i>Software/Database Engineer - (Senior)</i>	Designs, develops, builds, analyzes, evaluates and installs database management systems to include database modeling and design, relational database architecture, metadata and repository creation and configuration management. Uses data mapping, data mining and data transformational analysis tools to design and develop databases. Determines data storage and optimum storage requirements. Prepares system requirements, source analysis and process analyses and design throughout the database implementation. 5 – 10 years of experience with complex systems and systems development. Ability to resolve program and system problems through proven debugging techniques and methodologies. Experience with varied systems configurations in both main frame and/or client server environments, and with multiple database languages.	Bachelor's Degree in Computer Science, Information Systems, Engineering, Business, or other related discipline.
<i>Software/Database Engineer - (Expert)</i>	Designs, develops, builds, analyzes, evaluates and installs database management systems to include database modeling and design, relational database architecture, metadata and repository creation and configuration management. Uses data mapping, data mining and data transformational analysis tools to design and develop databases. Determines data storage and optimum storage requirements. Prepares system requirements, source analysis and process analyses and design throughout the database implementation. 10+ years of experience with complex systems and systems development. Ability to resolve program and system problems through proven debugging techniques and methodologies. Experience with varied systems configurations in both main frame and/or client server environments, and with multiple database languages.	Bachelor's or master's Degree in Computer Science, Information Systems, Engineering, Business, or other related discipline.
<i>Storage Administrator (Journey)</i>	Storage Administrator capabilities with at least 2 - 5 years or equivalent experience, relies on instructions and pre-established guidelines to perform the functions of the job, primary job functions do not typically require exercising independent judgment.	Bachelor's Degree in Computer Science, Information Systems, Engineering, Business, or other related discipline.
<i>Storage Administrator (Senior)</i>	Storage Administrator capabilities with at least 5 - 10 years or equivalent experience, relies on experience and judgment to plan and accomplish goals, performs a variety of complicated tasks, may lead and direct the	Bachelor's Degree in Computer Science, Information Systems,

	work of Contractor staff., a wide degree of creativity and latitude is expected.	Engineering, Business, or other related discipline.
Storage Administrator (Expert)	Administrator capabilities with at 10+ years of experience, relies on experience and judgment to plan and accomplish goals, performs a variety of complicated tasks, may lead and direct the work of Contractor staff a wide degree of creativity and latitude is expected.	Bachelor's or master's Degree in Computer Science, Information Systems, Engineering, Business, or other related discipline.
Subject Matter Expert (Journey)	Demonstrated experience and ability to define problems and analyze and develop plans and requirements in the subject matter area for simple to moderately complex systems. Ability to coordinate and manage the preparation of analysis, evaluations, and recommendations for proper implementation of programs and systems specifications in the areas of risk management, life-cycle management, policy development, methodologies and modeling, and simulation in the functional area being addressed. 2 - 5 years of experience.	Bachelor's Degree in Computer Science, Information Systems, Engineering, Business, or other related discipline.
Subject Matter Expert (Senior)	Demonstrated experience and ability to define problems and analyze and develop plans and requirements in the subject matter area for simple to moderately complex systems. Ability to coordinate and manage the preparation of analysis, evaluations, and recommendations for proper implementation of programs and systems specifications in the areas of risk management, life-cycle management, policy development, methodologies and modeling, and simulation in the functional area being addressed. 5 - 10 years of experience.	Bachelor's Degree in Computer Science, Information Systems, Engineering, Business, or other related discipline.
Subject Matter Expert (Expert)	Demonstrated experience and ability to define problems and analyze and develop plans and requirements in the subject matter area for simple to moderately complex systems. Ability to coordinate and manage the preparation of analysis, evaluations, and recommendations for proper implementation of programs and systems specifications in the areas of risk management, life-cycle management, policy development, methodologies and modeling, and simulation in the functional area being addressed. Highest industry standard certification in subject area. 10+ years of experience.	Bachelor's or Master's Degree in Computer Science, Information Systems, Engineering, Business, or other related discipline.
System Administrator - (Journey)	Maintains smooth operation of multi-user computer systems, including coordination with network administrators. Duties may include setting up administrator and service accounts, maintaining system documentation, tuning system performance, installing system wide software and allocate mass storage space. Interacts with users and evaluates vendor products. Makes recommendations to purchase hardware and software, coordinates installation and provides backup	Bachelor's Degree in Computer Science, Information Systems, Engineering, Business, or other related discipline.

	recovery. Develops and monitors policies and standards for allocation related to the use of computing resources. 2 - 5 years of experience in administering infrastructure support to mainframe and/or client server systems.	
System Administrator - (Senior)	Maintains smooth operation of multi-user computer systems, including coordination with network administrators. Duties may include setting up administrator and service accounts, maintaining system documentation, tuning system performance, installing system wide software and allocate mass storage space. Interacts with users and evaluates vendor products. Makes recommendations to purchase hardware and software, coordinates installation and provides backup recovery. Develops and monitors policies and standards for allocation related to the use of computing resources. 5 - 10 years of experience in administering infrastructure support to mainframe and/or client server systems.	Bachelor's Degree in Computer Science, Information Systems, Engineering, Business, or other related discipline.
System Administrator - (Expert)	Maintains smooth operation of multi-user computer systems, including coordination with network administrators. Duties may include setting up administrator and service accounts, maintaining system documentation, tuning system performance, installing system wide software and allocate mass storage space. Interacts with users and evaluates vendor products. Makes recommendations to purchase hardware and software, coordinates installation and provides backup recovery. Develops and monitors policies and standards for allocation related to the use of computing resources. 10+ years of experience in administering infrastructure support to mainframe and/or client server systems.	Bachelor's or Master's Degree in Computer Science, Information Systems, Engineering, Business, or other related discipline
IT Systems Analyst – (Journey)	Create detailed specifications by participating in JAD (Joint Application Development) sessions with stakeholders, end users and IT staff to determine and document system requirements for data, workflow, logical processes, hardware and operating systems. Conduct technology studies, reviews and provide project planning. Responsible for conducting engineering assessment and impact analysis of hardware/software to an existing environment. 2 – 5 years of experience in the analysis, design, document and integration of information systems that meet the specific statement of work for the services to be provided. Relies on experience and judgment to plan and accomplish goals.	Bachelor's Degree in Computer Science, Information Systems, Engineering, Business, or other related discipline.
IT Systems Analyst – (Senior)	Create detailed specifications by participating in JAD (Joint Application Development) sessions with stakeholders, end users and IT staff to determine and document system requirements for data, workflow, logical processes, hardware and operating systems.	Bachelor's Degree in Computer Science, Information Systems, Engineering, Business, or other related discipline.

	Conduct technology studies, reviews and provide project planning. Responsible for conducting engineering assessment and impact analysis of hardware/software to an existing environment. 5 - 10 years of experience in the analysis, design, document and integration of information systems that meet the specific statement of work for the services to be provided. Relies on experience and judgment to plan and accomplish goals.	
<i>IT Systems Analyst – (Expert)</i>	Create detailed specifications by participating in JAD (Joint Application Development) sessions with stakeholders, end users and IT staff to determine and document system requirements for data, workflow, logical processes, hardware and operating systems. Conduct technology studies, reviews and provide project planning. Responsible for conducting engineering assessment and impact analysis of hardware/software to an existing environment. 10+ years of experience in the analysis, design, document and integration of information systems that meet the specific statement of work for the services to be provided. Relies on experience and judgment to plan and accomplish goals.	Bachelor's or Master's Degree in Computer Science, Information Systems, Engineering, Business, or other related discipline
<i>Systems Architect (Journey)</i>	Responsible for the overall system design. Documents development requirements for database, applications, and operation system environment. Consults with end users to test and debug applications to meet client needs. Serves as expert in all aspects of designing and application development. May conduct training to IT Staff. Requires a bachelor's degree and may be expected to have an advanced degree in area of specialty and at least 3 years or equivalent experience in the field or in a related area. Demonstrates expertise in a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. May provide consultation on complex projects and is considered to be the top level contributor or specialist. 2 – 5 years of experience.	Bachelor's Degree in Computer Science, Information Systems, Engineering, Business, or other related discipline
<i>Systems Architect (Senior)</i>	Responsible for the overall system design. Documents development requirements for database, applications, and operation system environment. Consults with end users to test and debug applications to meet client needs. Serves as expertise in all aspects of designing and application development. May conduct training to IT Staff. Requires a bachelor's degree and may be expected to have an advanced degree in area of specialty and at least 6 years or equivalent experience in the field or in a related area. Demonstrates expertise in a variety of the field's concepts, practices, and procedures. Relies on extensive experience and	Bachelor's Degree in Computer Science, Information Systems, Engineering, Business, or other related discipline

	judgment to plan and accomplish goals. Performs a variety of complicated tasks. May provide consultation on complex projects and is considered to be the top level contributor or specialist. 5 - 10 years of experience.	
<i>Systems Architect (Expert)</i>	Responsible for the overall system design. Documents development requirements for database, applications, and operation system environment. Consults with end users to test and debug applications to meet client needs. Serves as expertise in all aspects of designing and application development. May conduct training to IT Staff. Requires a bachelor's degree and may be expected to have an advanced degree in area of specialty and at least 8+ years or equivalent experience in the field or in a related area. Demonstrates expertise in a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. May provide consultation on complex projects and is considered to be the top level contributor or specialist. 10+ years of experience.	Bachelor's or Master's Degree in Computer Science, Information Systems, Engineering, Business, or other related discipline
<i>Systems Engineer – (Journey)</i>	Provide programming services for local area networks, supports operations and system testing. Provide technical support for the Information Infrastructure Common Operating Environment, and programs in higher order languages. 2 - 5 years programming for local area network systems, operations and systems test experience. Working knowledge and/or familiarity with Information Infrastructure Common Operating Environment, and higher order languages to support development of required software applications.	Bachelor's Degree in Computer Science, Information Systems, Engineering, Business, or other related discipline
<i>Systems Engineer – (Senior)</i>	Provide programming services for local area networks, supports operations and system testing, and software quality assurance. Provide technical support for the Information Infrastructure Common Operating Environment and programs in higher order languages. 5 - 10 years programming for local area network systems, operations and system test and/or Software Quality Assurance (SQA) experience. Working knowledge and/or familiarity with Information Infrastructure Common Operating Environment and higher order languages to support development of software applications.	Bachelor's Degree in Computer Science, Information Systems, Engineering, Business, or other related discipline.

<i>Systems Engineer – (Expert)</i>	Provide programming services for local area networks, supports operations and system testing, and software quality assurance. Provide technical support for the Information Infrastructure Common Operating Environment and programs in higher order languages. 10+ years programming for local area network systems, operations and system test and/or Software Quality Assurance (SQA) experience. Working knowledge and/or familiarity with Information Infrastructure Common Operating Environment and higher order languages to support development of software applications.	Bachelor's or Master's Degree in Computer Science, Information Systems, Engineering, Business, or other related discipline
<i>Systems Operator (Journey)</i>	Performs tasking in operations systems discipline areas (requirements and operations analysis; system vulnerability analysis; system plan and procedure development; design of back-up systems to ensure COOP and continuity of government; program support; system documentation; T&E, etc.) in an overall effort. 2 - 5 years of technical experience.	Bachelor's Degree in Computer Science, Information Systems, Engineering, Business, or other related discipline
<i>Systems Operator (Senior)</i>	Lead for tasking in operations systems discipline areas (requirements and operations analysis; system vulnerability analysis; system plan and procedure development; design of back-up systems to ensure COOP and continuity of government; program support; system documentation; T&E, etc.) Independently performs tasks in operations systems discipline. 5 - 10 years of technical experience.	Bachelor's Degree in Computer Science, Information Systems, Engineering, Business, or other related discipline
<i>Systems Operator (Expert)</i>	Leads a several member team performing tasking in operations systems discipline areas (requirements and operations analysis; system vulnerability analysis; system plan and procedure development; design of back-up systems to ensure COOP and continuity of government; program support, system documentation, T&E, etc.). Independently performs complex tasks in operations systems discipline. 10+ years of experience.	Bachelor's or Master's Degree in Computer Science, Information Systems, Engineering, Business, or other related discipline
<i>Technical Trainer (Journey)</i>	Responsible for business and technical course development and stand-up instruction. Develop and provide lesson plans, course outlines, and classroom materials to support both in-person and online instruction on business and technical subject matters. Develop criteria for evaluating effectiveness of training activities. Utilize quality control checks to ensure training products are technically accurate and conform to customer standards and guidelines. Keep abreast of training and development research: learning theory, motivation theory, and new materials, methods, and techniques. Confer with management, employees and clients to gain knowledge of work situations requiring training and to better understand changes in policies, procedures, regulations, business initiatives and technologies. Exceptional oral and written communication with strong attention to detail.	Bachelor's Degree in Computer Science, Information Systems, Engineering, Business, or other related discipline

	2-5 years of technical training experience including curriculum development and full implementation and 2-5 years of training experience in Related skills.	
Technical Trainer (Senior)	Responsible for business and technical course development and stand-up instruction. Develop and provide lesson plans, course outlines, and classroom materials to support both in-person and online instruction on business and technical subject matters. Develop criteria for evaluating effectiveness of training activities. Utilize quality control checks to ensure training products are technically accurate and conform to customer standards and guidelines. Keep abreast of training and development research: learning theory, motivation theory, and new materials, methods, and techniques. Confer with management, employees and clients to gain knowledge of work situations requiring training and to better understand changes in policies, procedures, regulations, business initiatives and technologies. Exceptional oral and written communication with strong attention to detail. 5 - 10 years of technical training experience including curriculum development and full implementation and 5 - 10 years of training experience in Related skills.	Bachelor's Degree in Computer Science, Information Systems, Engineering, Business, or other related discipline
Technical Trainer (Expert)	Responsible for business and technical course development and stand-up instruction. Develop and provide lesson plans, course outlines, and classroom materials to support both in-person and online instruction on business and technical subject matters. Develop criteria for evaluating effectiveness of training activities. Utilize quality control checks to ensure training products are technically accurate and conform to customer standards and guidelines. Keep abreast of training and development research: learning theory, motivation theory, and new materials, methods, and techniques. Confer with management, employees and clients to gain knowledge of work situations requiring training and to better understand changes in policies, procedures, regulations, business initiatives and technologies. Exceptional oral and written communication with strong attention to detail. 10+ years of technical training experience including curriculum development and full implementation and 10+ years of training experience in Related skills	Bachelor's or Master's Degree in Computer Science, Information Systems, Engineering, Business, or other related discipline
Technical Writer/Editor - (Journey)	Determines layout, design, photography of newsletters, announcements, invitations, technical material and other publications as may be required. Writes and edits material for newsletters, technical documents, and other publications as tasked. Arranges for any required photography to be included in documentation. Determines and initiates topics and features for publications. Provides both draft and final documentation materials. Minimum of two to five	Associate's Degree, or a related Technical Certificate from a Technical School or recognized Vocational Program. In lieu of education an additional two years of experience is required

	years specialized experience. Specialized experience required includes: writing or editing technical documents in applicable Government and/or industry standards. 2 - 5 years of experience.	
Technical Writer/Editor - (Senior)	Collects and analyzes applicable technical documentation. Organizes material and writes descriptive copy according to establish standards regarding order, clarity, conciseness, style, and terminology. Reviews published material and recommends revisions or changes in scope, format, content, and methods of reproduction and binding. May select photographs, drawings, sketches, diagrams, and charts to illustrate material. May assist in laying out material for publication. Uses automated tools, including computer terminal and word processing or desktop publishing software in performing assigned duties. May coordinate the production and distribution of material. Minimum of five to ten years specialized experience. Specialized experience required includes: writing or editing technical documents in applicable Government and/or industry standards. 5 - 10 years of experience.	Bachelor's Degree in English, Literature, Computer Science, Information Systems, Business or other related discipline.
Technical Writer/Editor - (Expert)	Collects and analyzes applicable technical documentation. Organizes material and writes descriptive copy according to establish standards regarding order, clarity, conciseness, style, and terminology. Reviews published materials and recommend revisions or changes in scope, format, content, and methods of reproduction and binding. May select photographs, drawings, sketches, diagrams, and charts to illustrate material. May assist in laying out material for publication. Uses automated tools, including computer terminal and word processing or desktop publishing software in performing assigned duties. May coordinate the production and distribution of material. Minimum of 10 + years of specialized experience. Specialized experience required includes: writing or editing technical documents in applicable Government and/or industry standards.	Bachelor's or Master's Degree in English, Literature, Computer Science, Information Systems, Business or other related discipline.
Technology Architect - (Journey)	Design and architect software systems and applications. Lead a team of software developers to architect, design software systems. Write product requirement documents, define product functionality, implement and negotiate feature sets. Ensures that design implementation is optimized to provide the most efficient use of system resources including database tuning. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated development tasks. Experience in a variety of software systems, practices and procedures. Expert level software development, User Interface development and relational database knowledge to serve as	Bachelor's or Master's Degree in Computer Science, Information Systems, Engineering, Business, or other related discipline.

	development team expert. 2 - 5 of years of technology architecture experience on a technical development team in the areas of Enterprise software systems and applications that meet the specific statement of work for the services to be provided.	
Technology Architect - (Senior)	Design and architect software systems and applications. Lead a team of software developers to architect, design software systems. Write product requirement documents, define product functionality, implement and negotiate feature sets. Ensures that design implementation is optimized to provide the most efficient use of system resources including database tuning. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated development tasks. Experience in a variety of software systems, practices and procedures. Expert level software development, User Interface development and relational database knowledge to serve as development team expert. 5 - 10 of years of experience on a technical development team in the areas of Enterprise software systems and applications that meet the specific statement of work for the services to be provided.	Bachelor's degree or Master's degree specialized experience in the technologies that meet the specific statement of work for the services to be provided.
Technology Architect - (Expert)	Design and architect software systems and applications. Lead a team of software developers to architect, design software systems. Write product requirement documents, define product functionality, implement and negotiate feature sets. Ensures that design implementation is optimized to provide the most efficient use of system resources including database tuning. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated development tasks. Experience in a variety of software systems, practices and procedures. Expert level software development, User Interface development and relational database knowledge to serve as development team expert. 10+ of years of experience on a technical development team in the areas of Enterprise software systems and applications that meet the specific statement of work for the services to be provided. These consultants are recognized as top professionals in their chosen field and are subject-matter experts. Typically hold advanced degrees and several technology certifications.	Bachelor's or Master's Degree in Computer Science, Information Systems, Engineering, Business, or other related discipline. Specialized experience in the technologies that meet the specific statement of work for the services to be provided.
Web / Graphic designer - (Journey)	Produces graphic sketches, designs, and copy layouts for online content. Determines size and arrangement of illustrative material and copy, selects style and size of type, and arranges layout based upon available space, knowledge of layout principles, and aesthetic design concepts. May require an associate's degree or its equivalent and at least 2 - 5 years or equivalent experience in the field or in a related area. Has	Bachelor's Degree in Computer Science, Information Systems, Engineering, Business, or other related discipline

	knowledge of commonly-used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Primary job functions do not typically require exercising independent judgment.	
Web / Graphic designer - (Senior)	Produces graphic sketches, designs, and copy layouts for online content. Determines size and arrangement of illustrative material and copy, selects style and size of type, and arranges layout based upon available space, knowledge of layout principles, and aesthetic design concepts. May require an associate's degree or its equivalent with at least 5 - 10 years of experience in the field or in a related area. Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. Performs a variety of tasks. A certain degree of creativity and latitude is required.	Bachelor's Degree in Computer Science, Information Systems, Engineering, Business, or other related discipline
Web / Graphic designer - (Expert)	Produces graphic sketches, designs, and copy layouts for online content. Determines size and arrangement of illustrative material and copy, selects style and size of type, and arranges layout based upon available space, knowledge of layout principles, and aesthetic design concepts. May require a Bachelor's degree or its equivalent and at least 10+ years of experience in the field or in a related area. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. A wide degree of creativity and latitude is expected.	Bachelor's or Master's Degree in Computer Science, Information Systems, Engineering, Business, or other related discipline
Workstation, Laptop Support Specialist – (Journey)	Maintains, analyzes, troubleshoots, and repairs workstations, hardware and computer peripherals. Documents, maintains, upgrades or replaces hardware and software systems. Supports and maintains user account information including rights, security and systems groups. Resolves user related issues and provides helpdesk support. Well versed with desktop hardware, software and applications. 2 - 5 years of experience in the field or in a related area. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks.	Associate's Degree, or a related Technical Certificate from a Technical School or recognized Vocational Program. In lieu of education an additional two years of experience is required
Workstation, Laptop Support Specialist – (Senior)	Maintains, analyzes, troubleshoots, and repairs workstations, hardware and computer peripherals. Documents, maintains, upgrades or replaces hardware and software systems. Supports and maintains user account information including rights, security and systems groups. Resolves user related issues and provides helpdesk support. Well versed with desktop hardware, software and applications. 5 - 10 years of experience in the field or in a related area. Familiar with a variety of the field's concepts, practices, and	Bachelor's Degree in Computer Science, Information Systems, Engineering, Business, or other related discipline

	procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks.	
Workstation, Laptop Support Specialist – (Expert)	Maintains, analyzes, troubleshoots, and repairs workstations, hardware and computer peripherals. Documents, maintains, upgrades or replaces hardware and software systems. Supports and maintains user account information including rights, security and systems groups. Resolves user related issues and provides helpdesk support. Well versed with desktop hardware, software and applications. 10+ years of experience in the field or in a related area. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. May lead and direct the work of others. Typically reports to a project leader or manager.	Bachelor's or Master's Degree in Computer Science, Information Systems, Engineering, Business, or other related discipline

SIN 54151HEAL - Health Information Technology Services

Commercial Job Title	Minimum/General Experience	Minimum Education
Health IT Project Coordinator	The Health IT Project Coordinator will be responsible for maintaining/coordinating systems and tracking progress of assigned work stream/projects in accordance with program operations practices. Work with new clients from kickoff to post go live setting up and configuring the system for each client's unique requirements. The desired candidate will develop, coordinate, and publish project status reports. Project management experience including creating business requirements, project plans, project schedules and associated project materials. Experience supporting Health IT Projects. Understanding of project management tools with the ability to effectively manage time, prioritize work, multi-task across many assignments.	Bachelor's or Master's Degree in Computer Science, Healthcare Information Systems, Engineering, Business, or other related scientific or technical discipline.
Health IT Project Implementation Specialist	The Health IT Project Implementation Specialist will have strong organizational and project management skills. This role provides healthcare project-focused work and requires innovative thinking in a fast-paced, high-growth environment. Manage and complete projects from beginning to end of implementation lifecycle to a successful conclusion, and follow up with each customer, as necessary. Educate client of available resources in the implementation cycle and explain project goals to help client create an obtainable timeline. Follow installation standards, project plans, and related documentation to ensure a high level of success during the implementation process. Experience implementing new processes, software and provide support for those systems to a geographically dispersed staff.	Bachelor's or Master's Degree in Computer Science, Healthcare Information Systems, Engineering, Business, or other related scientific or technical discipline.

<i>Healthcare Informatics Specialist / Subject Matter Expert (SME)</i>	The Healthcare Informatics Specialist / SME works in a medical facility with a significant number of medical records to manage. They build user interfaces and teach the clinical staff to use them properly. They create ongoing process improvement plans and document accomplishments for regular reports to supervisors and management. In smaller practices, the healthcare informatics specialist is more of a generalist, interacting with individuals providing and needing access to the records, as well as directing others who perform data entry and evaluation. These facilities may be entering paper records into computer systems; the healthcare informatics specialists helps plan and manage this transition.	Bachelor's or Master's Degree in Computer Science, Healthcare Information Systems, Engineering, Business, or other related scientific or technical discipline.
<i>Health IT Architect</i>	The Health IT Architect will be responsible for the development, communication and implementation of healthcare technology architecture and applications plan, including the components required to support it and in the integration of corporate and business architecture and applications. They will assess and interpret customer needs and requirements and be involved in solving complex problems and/or conduct complex analysis. The Health IT Architect will maintain knowledge of current domains and strategic roadmaps. Identify/quantify scope and impact of business changes on systems. Incorporate software and system architecture into conceptual designs. Lead modeling efforts (e.g., data modeling, process modeling, hardware modeling, performance modeling). Lead oversight of conceptual designs to ensure alignment with enterprise architecture governance (e.g., principles, policies, standards, future-state reference architectures).	Bachelor's or Master's Degree in Computer Science, Healthcare Information Systems, Engineering, Business, or other related scientific or technical discipline.
<i>Health IT Business / System Analyst</i>	Health IT Business / Systems Analysts are responsible for planning and analyzing a variety of Health IT applications. These analysts take part in the technical and procedure design stages, create detailed documentation for future reference, perform root cause analysis, and implement fixes after extensive testing phase. They work with colleagues and external partners on various healthcare integration projects by applying expertise to drive positive client results. Leads and participates in healthcare integration projects, work flow changes, process changes, end user development and project implementation associated with optimization initiatives. Experience with healthcare systems implementation or healthcare application support and/or working knowledge of eHealth concepts. Has expertise in use of digital and information technology within health care settings (payer & provider and the intersection of health care and technology (basic clinical workflows). Understanding of	Bachelor's or Master's Degree in Computer Science, Healthcare Information Systems, Engineering, Business, or other related scientific or technical discipline.

	healthcare technology concepts: health care data interface design for HL7, health data standards (e.g., ICD9/10, SNOMED), health information exchanges, and user interface/experience of healthcare systems.	
<i>Health IT Solutions Specialist / Programmer</i>	Health IT Solutions Specialists / Programmers serve as product experts to provide applications and technical support for all Healthcare applications. Provide successful implementation and training of hardware and software systems installed. Responsible for making recommendations regarding healthcare process flows and their impact on system design, configuration and implementation. This position will require the ability to interface with customer staff (end-users), technical and project management personnel, and other technology representatives. This applications and technical expertise is used to support growth through delivering exceptional technical support, ensure a high degree of customer satisfaction and act as the primary contact for system applications, technical support, troubleshooting and software issues.	Bachelor's or Master's Degree in Computer Science, Healthcare Information Systems, Engineering, Business, or other related scientific or technical discipline.
<i>Electronic Health Record (EHR) Meaningful Use Specialist</i>	The EHR Meaningful Use Specialist will assist with implementation, training and ongoing management of Health Information Exchange (HIE), community analytics and care management software. Participate in the testing process through test review and analysis, test witnessing and certification of software / Meaningful Use attestation. Write product requirement documents, implement and track development timelines, negotiate feature sets with the development leads and product. Perform a variety of complicated development tasks. Experience on a technical development team in a variety of software technologies and applications that meet the specific statement of work for the services to be provided.	Bachelor's or Master's Degree in Computer Science, Healthcare Information Systems, Engineering, Business, or other related scientific or technical discipline.
<i>Healthcare Business Intelligence Analyst</i>	The Healthcare Business Intelligence Analyst will work closely with both clinical and technologists on defining the functional requirements relative to various projects related to Healthcare reporting platforms, and other technical products, projects, and initiatives. This position will be heavily involved through the full life cycle of projects, particularly the requirements, definitions, quality assurance testing, and user acceptance testing phases of projects. Lead and drive requirement gathering meetings with experts in a variety of fields and define systems scope and objectives of business requirements, including documentation of requirements (i.e. use cases) and relevant translation into system requirement specifications. Responsible for testing, implementation, configuration, installation, maintenance, and administration of the reporting projects. Develop functional requirements for reporting systems;	Bachelor's or Master's Degree in Computer Science, Healthcare Information Systems, Engineering, Business, or other related scientific or technical discipline.

	enhancing and maintaining existing systems. Experience developing reports in Business Objects and Crystal reports or similar reporting tools.	
Health IT Data Analyst	The Health IT Data Analyst had experience working with major healthcare IT systems, have basic familiarity with hospital and clinical workflows and be comfortable and able to thrive in a fast-paced environment, innovating new processes. The Data Analyst creates and maintains the Big Data assets of the company, which integrates disparate health care data sources into a high performance, cloud based data warehouse that enables high-level analytics. Experience working on analytics for the following data domains - Clinical, Financial, Labor, Supply chain, Payer/Claims, Population Health, Revenue Cycle, Business Development, Patient Registration and Scheduling, other systems like Lab, Pharmacy, Radiology etc. Good at logical and analytical thinking with strong problem solving skills. Strong collaboration and communication skills, the role will have interaction with external customers as well as internal developers and project managers.	Bachelor's or Master's Degree in Computer Science, Healthcare Information Systems, Engineering, Business, or other related scientific or technical discipline.
Healthcare IT Security Architect/Specialist	The Healthcare Security Specialist performs strict IT security procedures and protocols for complex healthcare IT environments. Ensures the demonstrable Confidentiality, Integrity and Availability of information assets for authorized internal and external users by making computer systems and applications secure from both physical and cyber threats. The Healthcare Security Specialist will address the requirements of all four domains (Security Oversight, IT Risk, Security Engineering, and Security Operations) and focus in depth upon the domain requirements of Security Engineering. Requires ability to conduct or oversee platform studies and reliability and performance analyses and recommend changes, and design methods to achieve the security objectives. Must be able to assist with implementation and deployment efforts of security policies and procedures. Must be able to create solutions to resolve complex operational problems, collaborating with users as required, and identify trends that warrant immediate attention. Requires ability to provide guidance to management in predicting threats and identify vulnerabilities and addressing related issues. Must be able to perform security audits, develop and execute complex change implementation plans; and resolve complex security related issues.	Bachelor's or Master's Degree in Computer Science, Healthcare Information Systems, Engineering, Business, or other related scientific or technical discipline.
Health IT Quality Assurance (QA) Analyst / Tester	The Health IT QA Analyst / Tester will be responsible for interfacing directly with business, compliance, analytics and IT stakeholders and creating and executing test plans. The analyst will have experience in manual and automation testing and participate in sprint and project planning and execute on project commitments. Analyze	Bachelor's or Master's Degree in Computer Science, Healthcare Information Systems, Engineering, Business, or

	and strengthen testing automation strategy for the department to automate testing, recommend and build processes using automation tools. Develop test strategies using various testing methodologies and tools including manual testing. Experience testing middleware, mobile, and web applications in Healthcare domain.	other related scientific or technical discipline.
Health IT Solutions Trainer	As a member of the IT department, the Health IT Solutions Trainer performs tasks associated with successful support, reporting and training of EHR systems. Develops and delivers trainings to effectively impact healthcare systems adoption, use, and engagement amongst providers and line staff users. Works with department leads to ensure uniformity in distribution of technical training among staff performing similar functions. Develops and maintains documentation, user manuals and guidelines. Promotes the importance of proper use of applications and software systems. Actively participates in team-based planning, providing timely and relevant feedback on application utilization to inform future rollouts and implementations. Proven interpersonal communication skills; ability to communicate clearly in order to facilitate the understanding of issues involving technical matters to persons not well-versed in technology and information systems. Excellent written and verbal communication skills required.	Bachelor's or Master's Degree in Computer Science, Healthcare Information Systems, Engineering, Business, or other related scientific or technical discipline.
Health IT Support Specialist	The Health IT Support Specialist will deliver an exceptional client experience by identifying and documenting client needs and issues; answering incoming inquiries, effectively applying problem solving techniques, educating clients and following issues through to their successful resolution. Provide consistent, professional and high-quality client support to persons not well-versed in technology and information systems. Establish procedures to ensure client satisfaction and quality service delivery and meeting SLA's. Communicate and collaborate across teams and departments to help solve issues. Replicate and document issues for further escalation.	Bachelor's or Master's Degree in Computer Science, Healthcare Information Systems, Engineering, Business, or other related scientific or technical discipline.

GSA NET HOURLY PRICES

SIN 54151S - IT Services

SKILL CATEGORY	GSA RATE		
	JOURNEY	SENIOR	EXPERT
1. Application Systems Architect / Principal Engineer	\$123.49	\$141.64	\$160.21
2. Applications Engineer	\$97.51	\$108.16	\$118.76
3. Applications System Analyst	\$106.89	\$117.35	\$140.09
4. Applications System Specialist	\$116.45	\$125.64	\$140.09
5. IT Business Analyst	\$74.38	\$99.02	\$133.08
6. Business Intelligence Specialist	\$99.99	\$115.16	\$125.36
7. Business Process Consultant	\$111.46	\$128.36	\$146.82
8. Content Engineer – Web	\$102.24	\$113.71	\$124.85
9. Client Server, Web & N-Tier Application Developer	\$75.21	\$99.36	\$122.88
10. Database Administrator	\$70.96	\$87.66	\$111.14
11. Data Architect	\$116.31	\$141.02	\$154.83
12. Desktop Applications Developer/Trainer	\$68.58	\$81.81	\$103.68
13. ERP Applications Developer	\$101.91	\$117.61	\$140.34
14. ERP Functional Analyst	\$121.57	\$137.97	\$161.59
15. External IV&V Analyst	\$64.98	\$84.11	\$102.99
16. General Mainframe Developer	\$79.37	\$100.26	\$114.25
17. Geographic Information Systems Applications Developer	\$75.21	\$96.21	\$110.87
18. Graphical User Interface (GUI) Developer	\$92.90	\$100.72	\$110.17
19. Helpdesk Manager	\$98.69	\$114.34	\$120.34
20. Help Desk Specialist	\$66.80	\$75.86	\$83.30
21. Network Systems Administrator	\$68.58	\$81.81	\$97.86
22. Network Engineer	\$106.02	\$116.39	\$125.68
23. Network Planning Analyst	\$104.59	\$118.38	\$127.49
24. Program Manager	\$128.34	\$147.31	\$159.60
25. IT Project Manager	\$93.65	\$107.69	\$135.89
26. Project Coordinator	\$80.97	92.53	\$107.80
27. Programmer	\$102.31	\$116.22	\$135.45
28. IT Security Analyst	93.05	\$101.90	\$131.21
29. Software Quality Assurance Analyst	\$64.97	\$79.37	\$97.86
30. Software/Database Engineer	\$104.88	\$114.85	\$135.66
31. Subject Matter Expert	\$114.86	\$138.11	\$158.67
32. Storage Administrator	\$102.34	\$115.25	\$127.56
33. System Administrator	\$93.56	\$104.29	\$114.51
34. IT Systems Analyst	\$74.38	\$91.88	\$106.49
35. Systems Architect	\$116.66	\$141.61	\$161.39
36. Systems Engineer	\$116.42	\$128.35	\$140.92
37. Systems Operator	\$77.01	\$85.37	\$93.74
38. Technical Writer/Editor	\$79.73	\$90.89	\$99.78

39. Technical Trainer	\$82.13	\$93.19	\$102.32
40. Technology Architect	\$106.12	\$117.61	\$140.33
41. Web / Graphic designer/Developer	\$82.26	\$89.98	\$104.26
42. Workstation, Laptop Support Specialist	\$56.77	\$74.38	\$96.17
43. Database Developer / Data Analyst/ Data Warehouse Specialist	\$77.46	\$102.85	117.12

SIN 54151HEAL - Health Information Technology Services

SKILL CATEGORY	GSA RATE
1. Health IT Project Coordinator	\$92.89
2. Health IT Project Implementation Specialist	\$142.21
3. Healthcare Informatics Specialist/SME	\$142.21
4. Health IT Architect	\$123.44
5. Health IT Business/System Analyst	93.71
6. Health IT Solution Specialist/Programmer	\$108.13
7. Electronic Health Record (EHR) Meaningful Use Specialist	\$124.90
8. Healthcare Business Intelligence Analyst	\$123.50
9. Health IT Data Analyst	\$96.79
10. Healthcare IT Security Architect/Specialist	\$123.44
11. Health IT QA Analyst/Tester	86.11
12. Health IT Solutions Trainer	\$91.23
13. Health IT Support Specialist	\$91.23

SIN 518210C – IT Solutions, Cloud and Cloud-Related IT Professional Services

DrCloudEHR™ for Government Software As A Service				
VERSION NO.	PRODUCT NAME	PRODUCT DESCRIPTION	UNIT OF ISSUE	GSA PRICE
DrC2017B	DrCloudEHR™ Base	Implementation Fee**	PER USER	\$1,443.24
DrC2017B	DrCloudEHR™ Base	Basic Users (ADMINISTRATIVE, FRONT-OFFICE, BILLING, CLERICAL and IT ADMISTRATOR) Subscription Fees	PER USER	\$72.17/User/Month (\$866.04/User/Year)
DrC2017P	DrCloudEHR™ Professional	Implementation Fee**	PER USER	\$1,443.24
DrC2017P	DrCloudEHR™ Professional	Professional Users (NURSE PRACTITIONERS (NP)/ PHYSICIAN ASSISTANT (PA)/ REGISTERED NURSE (RN)/ PSYCHOLOGISTS/ COUNSELORS) Subscription Fees	PER USER	\$144.32/User/Month (\$1,731.84/User/Year)

DrC2017E	DrCloudEHR™ Enterprise	Implementation Fee**	PER USER	\$1,443.24
DrC2017E	DrCloudEHR™ Enterprise	Enterprise Users (PHYSICIANS/ MEDICAL DOCTORS (MDs) Subscription Fees	PER USER	\$288.65/User/month (\$3,463.80/User/Year)

****Implementation Fee includes: DrCloudEHR™ solution Innovation fees and Set-Up of the solution (site activation, dedicated instance, strategic planning of implementation, project scheduling, gap/requirements analysis, documentation and implementation staff identification/allocation).**